

**Technical Support for Procurement and Project Management
and Private Sector Participation to the Ministry of Water and
Irrigation, Water Authority of Jordan and the Jordan Valley
Authority**

Support for Economic Growth and Institutional Reform:
General Business, Trade & Investment IQC

**Aqaba Water Company
Job Descriptions Revised
Volume II**

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TABLE OF CONTENTS

INTRODUCTION

SECTION I TOP MANAGERS

General Manager	1
Technical Manager/Deputy General Manager	2
Finance and Administration Department Manager	3
Customer Service Department Manager	4

SECTION II SUPERVISORS

Quwayra Department Manager	5
Water Department Manager	6
Wastewater Department Manager	7
Maintenance Supervisor	8
Engineering and Projects Supervisor	9
Rural O&M Supervisor	10
Rural Customer Service Supervisor	11
Sourceworks Supervisor	12
Networks Supervisor	13
Sewers Supervisor	14
Customer Relations Supervisor	15
Billing Supervisor	16
Collection Supervisor	17
Connections Supervisor	18
Accounting/MIS Supervisor	19
Purchasing and Stores Supervisor	20
Office Services Supervisor	21

SECTION III SPECIALISTS

Information Systems Specialist	22
Database Administrator	23
Projects Inspector	24
GIS Specialist	25
Chemist	26
Industrial Waste Specialist	27
Wastewater Treatment Engineer	28
Financial Accountant	29
Budget and Cost Accountant	30
Cashier	31
Purchasing Specialist	32
Human Resources Supervisor	33

SECTION IV CRAFTSMEN

Surveyor	34
Water Connection Inspector	35

	Sewer Connection Inspector	36
	Inspection Technician	37
	Pipefitter	38
	Plumber	39
	Welder	40
SECTION V	OPERATORS	
	Billing System Operator	41
	SCADA and Telemetry Operator	42
	Wastewater System Operator I	43
	Wastewater System Operator II	44
	Switchboard Operator	45
SECTION VI	TECHNICIANS	
	IT Technician	46
	GIS Technician	47
	Mapping Technician	48
	Leak Detection Technician	49
	Laboratory Technician	50
	Laboratory Assistant	51
	Chlorine and Safety Technician	52
	Control and Instrument Technician	53
	Maintenance Technician	54
	Electrical Technician	55
	Mechanical Technician	56
	Vehicle Electrician	57
	Vehicle Mechanic	58
	Meter Technician	59
SECTION VII	CLERICAL	
	Administrative Assistant	60
	Secretary	61
	Customer Service Representative	62
	Senior Assessment Clerk	63
	Assessment Clerk	64
	Customer Files Clerk	65
	Data Entry Clerk	66
	Special Accounts Clerk	67
	Disconnections Clerk	68
	Debt Recovery Clerk	69
	Objections Caseworker	70
	Fixed Assets Registrar	71
	Payments and Payroll Clerk	72
	Cashiering Clerk	73
	Benefits Clerk	74
	Storekeeper	75
	Personnel Clerk	76

SECTION VIII**SEMI-SKILLED**

Wastewater System Operator Assistant	77
Technician Assistant	78
Heavy Equipment Operator	79
Water Tanker Driver	80
Driver	81
Sewer Maintenance Worker	82
Meter Reader	83
Mail Clerk	84
Typist	85

SECTION VIV**UNSKILLED**

Messenger/Office Boy	86
Guard	87
Laborer	88

INTRODUCTION

The third edition of the TAPS draft organization and staffing plan for the Aqaba Water Company contains 88 job titles. These titles can be grouped into broad job families:

AWC Position Classification

Job Family	Job Groups
Professional	Managers Supervisors Specialists
Technical	Craftsmen Operators Technicians
Clerical	Clerical
Semi-Skilled	Semi-Skilled
Unskilled	Unskilled

Job descriptions are prepared for various reasons, including:

- Recruitment and selection.
- Performance appraisal and training needs assessment.
- Job evaluation and pay planning.

The job descriptions provided below are intended to support all of these needs. Each job description follows a uniform structure:

Purpose

A brief statement of the function of the position within the organization.

Supervision

This section indicates to whom the job holder reports and indicated: any positions the job holder exercises supervision over. Three levels of supervision are:

- Direct supervision. The subordinate's work is closely supervised by the supervisor and/or follows detailed instructions or procedures.
- Limited supervision. The subordinate works toward a specific objective(s) using a range of standard procedures and plans his/her own work, with regular checks by the supervisor.
- General supervision. The subordinate works in accordance with policies and general objectives but with little functional guidance, referring to supervisor mainly for clarification of policy. The subordinate is largely responsible for developing procedures and work practices.

The level of supervision is really an inverse indicator of the level of responsibility assigned to the jobholder. An employee who receives general or limited supervision has greater discretion in his/her work than an employee under direct supervision; this is usually reflected in higher levels of

qualification and compensation. Note however that the degree of supervision in no way detracts from the supervisor's responsibility for the subordinate's work; the difference is in the nature and style of supervision exercised by the supervisor. The degree of supervision is useful in decisions about recruitment and job evaluation.

Responsibilities

For the professional positions, these are usually listed in a sequence beginning with technical responsibilities and moving on to supervisory or managerial responsibilities (where applicable). The list of tasks is useful for performance appraisal and basic induction training/orientation.

Requirements

These are specific or general bodies of knowledge or skill which the job holder should possess or needs to acquire through education, training, job rotation, etc. Particularly useful for training needs assessment purposes, the lists of requirements are also useful for job evaluation and recruitment purposes.

Working Conditions

These are grouped into three sets of factors:

Environmental Conditions. The typical physical context of the daily work: office environment, plant environment, field environment. Where applicable, this section notes the job's exposure to disagreeable or hazardous work contexts.

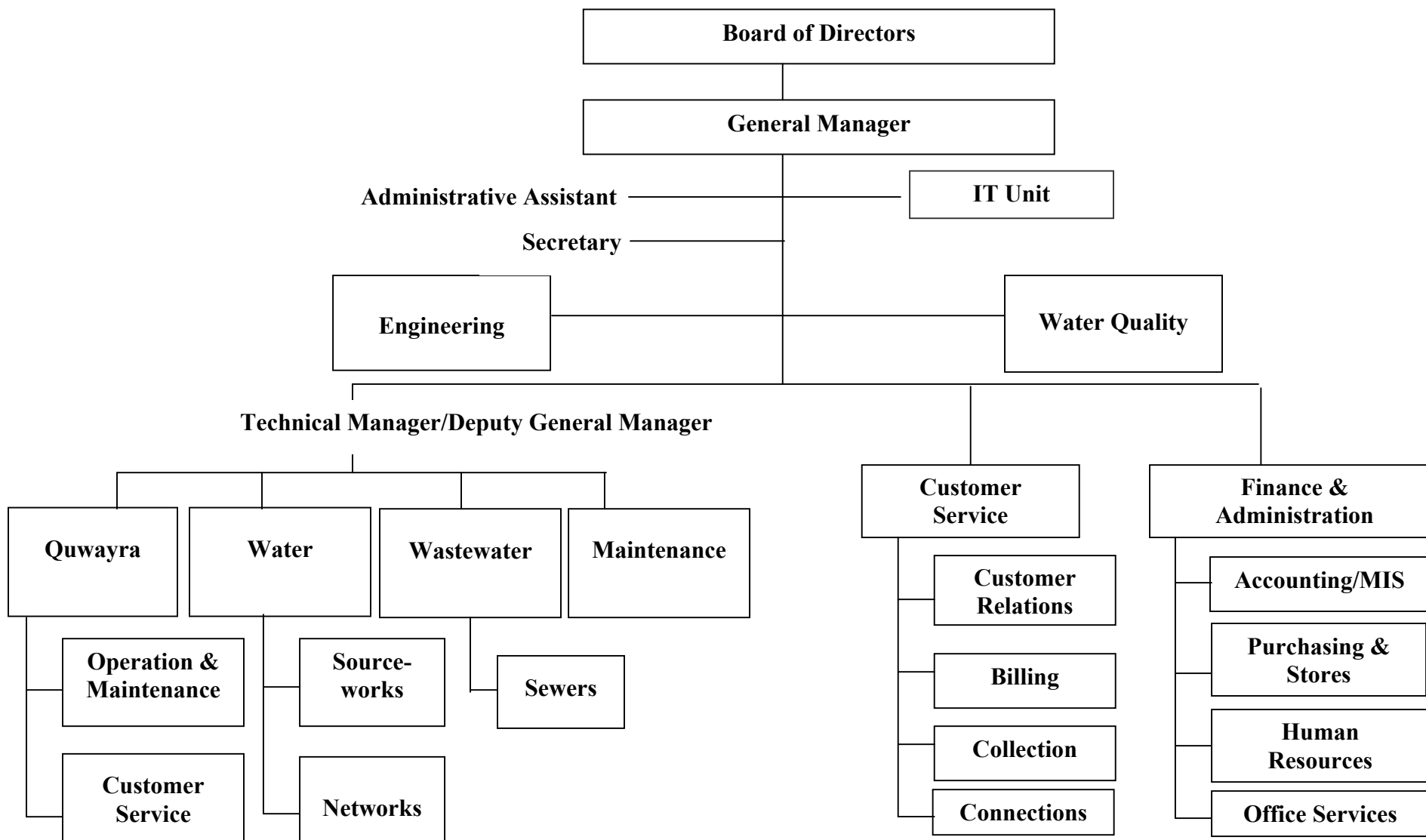
Level of Physical Effort. Types and levels of physical activity demanded by the job.

Irregular Hours Requirements. Requirements for weekend or shift work, requirements for on-call availability.

The description of working conditions is useful in recruitment and job evaluation.

Qualifications

Qualifying Education and Experience. The combination of education and experience credentials understood to provide the basic knowledge and skills required of a new entrant to the organization, to be supplemented by in-service and on-job training. This information is useful for recruitment and job evaluation purposes.

Proposed Aqaba Water Company Organization

GENERAL MANAGER

PURPOSE

To plan, direct, organize, and control the operations of the company to ensure that it meets its fundamental objectives of providing safe and continuous drinking water supply and wastewater management as efficiently as possible.

SUPERVISION

- Receives general supervision from the Chairman of the Board of Directors.
- Exercises general supervision over:
 - Technical Manager/Deputy General Manager.
 - Customer Service Department Manager.
 - Finance and Administration Department Manager.
 - Engineering and Projects Specialist.
 - Chemist.
 - Information Systems Specialist.
 - Database Administrator.
 - Administrative Assistant.

RESPONSIBILITIES

Policy Formulation

- Advise the company's Board on the policies and actions needed to operate, maintain, develop and improve potable water supplies and wastewater management in the company's service area, and ensure the formulation of specific policy proposals to meet the company's objectives and obligations for consideration by the Board.
- Ensure that the Board's decisions are communicated to operating units and carried out in a timely manner.
- Issue internal regulations and operating procedures to implement Board policies and conform to its reporting requirements.
- Report to the Board on the company's performance in relation to its policies, objectives and plans and make recommendations for improvements where required.

Planning and Budgeting

- Oversee the preparation of the company's business plan and performance improvement programs and submit them to the Board for approval.
- Review the company's draft budgets and submit them to the Board for approval.

- Issues instructions and delegates authority to carry out operations and execute capital works within approved budget guidelines, and ensure that effective controls and reporting procedures are established to monitor performance and expenditure in relation to approved plans and budgets.

Management Control

- Supervise the development and periodic review of the company's overall organization and management structure, and establish procedures to recruit, train and develop the staff needed to discharge the company's responsibilities.
- Establish the detailed responsibilities, approve the work program of immediate subordinates and delegate the necessary authority to them to discharge their responsibilities.
- Formally approve the appointment of company staff within agreed authority limits, and make recommendations to the Board for the appointment of staff above that level.
- Ensure that the company's operations and development activities are fully in conformity with Jordanian law and applicable regulatory provisions.

Reporting

- Review the financial and operational performance of the company on a regular basis, report to the Board on any significant achievement or problems, make recommendations for remedial action where necessary, and ensure that decisions are implemented.

Operational Coordination

- Promote and secure good communication and coordination between immediate subordinates in order to achieve effective interrelationships between planning, operations, administration and control functions.
- Ensure that adequate procedures exist for project development, operation, maintenance and administration and that they are effectively implemented.
- Counsel the managers of the company on the management of their sections and encourage mutual consultation in discharging their day-to-day responsibilities.
- Resolve any matters involving a dispute between immediate subordinates or between Departments of the company, or make appropriate recommendations to the Board for a decision.

Financial Authority

- Ensure that adequate accounting, expenditure, and cash management procedures and controls are in place for the company's financial statements

- to accurately represent the company's financial position in accordance with International Accounting Standards.
- Safeguard the company's financial position, monitor and report on its financial performance, and ensure that it discharges its financial obligations.
 - Make recommendations to the Board on the charges to be levied on consumers for provision of services in the light of the company's financial objectives, position and obligations.
 - Approve and sign all major contracts let by the company subject to such limit as may be determined from time to time by the Board.
 - Ensure that the company develops and maintains excellent relations with local authorities at all levels throughout the company's operating area to keep informed of their development policies and programs and to ensure that utility plans and programs are as responsive as possible to local needs and circumstances.
 - Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Good knowledge of business planning and performance-based budgeting methods.
- Basic knowledge of international accounting standards, standard accounting procedures, and budget control methods.
- Working knowledge of principles of modern personnel management.
- Working knowledge of word-processing, spreadsheet, "power point", and project management programs.
- Basic knowledge of a range of utility-related computer applications such as GIS, SCADA, computerized billing systems, and computerized maintenance management systems.
- International standards for drinking water quality, wastewater treatment, wastewater reuse, and wastewater disposal.
- Working knowledge of principles and methods of industrial wastewater permitting and compliance monitoring programs.
- Working knowledge of principles of utility regulation and tariff planning.

Ability to:

- Plan, organize, and monitor a program of institutional development aimed at transforming Aqaba utility from a field office of WAJ to an autonomous and commercially-oriented public utility company.
- Develop clear outlines for formulation of draft policies and procedures by immediate subordinates, communicate these to subordinates, and review and finalize draft policies and procedures.
- Organize and supervise the conduct of strategic/business planning processes for the Board and the company.

- Oversee the establishment of a new Finance and Administration Department.
- Oversee upgrading and integration of the utility's computer systems and applications.
- Supervise the development of organization and staffing plans, a position classification/pay structure, and personnel policies.
- Develop strategies and plan and oversee programs to improve the relations between the utility and its customers.
- Supervise the planning and preparation of master plans, feasibility studies, and contracts for engineering design and construction supervision.
- Develop and deliver memoranda, reports, effective briefing papers and presentations for the Board, the company's professional staff, and local and national authorities.

WORKING CONDITIONS

Environmental Conditions

Office environment

Level of Physical Effort

Minimal

Irregular Hours Requirements

Minimal

QUALIFICATIONS

Qualifying Education and Experience

- Masters degree in business administration, with water utility experience as above **or** Bachelors degree in engineering plus Bachelors degree in business administration and experience as below.
- Ten years' experience in responsible position in management of a registered public utility company, with at least five years in a senior management position.
- At least two years' experience in management or consulting for utility companies in developing countries, **or** Successful experience in consulting on or managing a significant organizational restructuring process.

TECHNICAL MANAGER/DEPUTY GENERAL MANAGER

PURPOSE

To plan, organize, direct, and control the operation and maintenance of the company's water supply and reclamation facilities. Serves as the deputy of the General Manager of the company.

SUPERVISION

- Receives general supervision from the General Manager.
- Exercises general supervision over subordinate managers:
 - Quwayra Department Manager.
 - Water Department Manager.
 - Wastewater Department Manager.
 - Maintenance Department Manger.

RESPONSIBILITIES

- Liaise with the Chemist and the Engineering and Projects Specialist over the definition of water and wastewater treatment standards. Approve policies and standards for the company's operating and maintenance activities and ensure they are observed.
- Ensure that appropriate performance standards are developed for the operation of individual water supply systems and the wastewater and reuse systems.
- Ensure the proper and economic use of the company's plant and equipment, vehicles and engineering workshops.
- Ensure that safety procedures are complied with in all O&M Departments.
- Work with the General Manager to establish multi-year and annual priorities and programs for improving the effectiveness of water and wastewater operations.
- Coordinate the preparation of the draft annual budget for the O&M Departments.
- Monitor the performance of each Department against targets and initiates action to remedy weaknesses, improve performance and physical and financial control of activities. Ensure that corrective measures are implemented.
- Coordinate the regular collection of relevant operations data from the Departments and prepare reports on technical performance for inclusion in the General Manager's report to the Board.
- Coordinate the preparation of training plans for O&M staff and advises the Human Resources Specialist on O&M training priorities.
- Oversee the preparation of emergency response and contingency plans for operations facilities.

- Reallocate staff on a temporary basis among the O&M Departments to respond to emergencies or special circumstances.
- Ensure the smooth integration of planned maintenance programs into Departmental operations.
- Approve or denies requests from the Engineering and Projects Specialist for assistance from O&M Department employees in project design or wastewater supervision.
- Ensure understanding of and compliance with company financial and administrative policies and procedures by all subordinate staff.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Design, construction, operations, maintenance, and repair of water supply and wastewater collection, treatment, and reuse systems.
- Standard principles of hydraulics, biology, chemistry, and mathematics as related to water and wastewater systems.
- Modern physical, chemical and bacterial processes involved in water and wastewater treatment.
- Basic mechanical and electrical systems.
- Utility computerized operations and maintenance management systems and applications, including MMS, GIS, and SCADA.
- Materials, methods, practices and equipment used in water and wastewater systems operation, maintenance and repair activities.
- Principles of modern supervision and management.
- Local and Jordanian regulations as applied to operations of water, wastewater and reclaimed water systems.
- Procedures and practices of budget preparation and control.
- Occupational hazards and standard safety precautions necessary in the work.
- Principles and procedures of record keeping and reporting.
- Principles of supervision, training and performance evaluation.
- Modern office procedures, methods, and computer equipment.
- Recent developments, current literature and sources of information related to potable water system management and planning.
- MS Office- type applications.
- Purchasing, human resource, and budgeting modules of the Company's computerized financial management system.
- English language.

Ability to:

- Plan, organize and direct the operations and maintenance of the water and wastewater systems.

- Manage and coordinate the work of supervisory, technical and clerical personnel.
- Analyze and oversee the operation and maintenance procedures of water and wastewater systems machinery and equipment to ensure compliance with all applicable local and international regulations.
- Organize operation and maintenance schedules.
- Advise and coordinate work with staff, contractors, consultants and a variety of agencies.
- Direct, oversee and evaluate the work of subordinate personnel.
- Read, interpret and enforce local and international regulations as they apply to water treatment plants, water distribution and reclaimed water systems.
- Prepare and review reports.
- Draft, interpret, and apply O&M policies and procedures.
- Understand the organization and operation of local authorities as necessary to assume assigned responsibilities.
- Coordinate and compile information and statistics into reports and graphs.
- Analyze problems, identify alternative solutions and project consequences of proposed actions and implement recommendations in support of goals.
- Prepare and deliver briefings and reports to Board members, local and national authorities, customer and community representatives.
- Establish and maintain effective working relationships with those contacted in the course of work.

WORKING CONDITIONS

Environmental Conditions

- Office Environment.
- Water treatment plant and water treatment distribution system environment.
- Exposure to traffic, confined spaces, chemicals, machinery, and computer screens. Occasional work in remote areas (Disi, Wadi Araba) may be required.

Physical Conditions

- Essential functions may require maintaining physical condition necessary for walking, standing, or sitting for long periods of time
- Operating motorized vehicles.

Irregular Hours Requirements

- The incumbent must be available on-call for response to emergencies.
- Occasional work in remote areas (Disi, Wadi Araba) may be required.
- In addition, the incumbent will be expected to manage the company's operations evening shift approximately seven days each month.

QUALIFICATIONS

Qualifying Education and Experience

- Bachelors degree in Mechanical Engineering, Civil Engineering, Sanitary Engineering, or a related field.
- Nine years of increasingly responsible experience in the operation and maintenance functions of a water and wastewater utility, including five years of administrative and supervisory responsibility.

FINANCE AND ADMINISTRATION MANAGER

PURPOSE

To ensure that an effective organization is maintained to provide the information required at all levels of the company for planning and controlling its operations, safeguarding its assets, discharging its liabilities, fulfilling its legal responsibilities and other responsibilities to interested parties; and manage the company's administration services.

SUPERVISION

- Receives general supervision from the General Manager.
- Exercises limited supervision over
 - Accounting/MIS Supervisor.
 - Purchasing and Stores Supervisor.
 - Office Services Supervisor.
 - Human Resources Specialist.

RESPONSIBILITIES

Accounting and Reporting

- Advise the General Manager on financial policy and assist him/her in carrying out the policy specified by the Board.
- Ensure that proper books of account and statistics relating to all aspects of the company's operations are kept, and that the company discharges its financial obligations.
- Ensure that all the company's transactions are authorized and controlled in accordance with the agreed procedures, and that adequate systems of internal control are maintained.
- Review regularly the systems in use to ensure these are in accordance with best practice and make optimum use of available resources.
- Supervise the preparation of annual company accounts and the compilation of regular financial and management information reports for the General Manager, the Board, and external authorities.
- Maintain and distribute an up-to-date procedures manual containing organization and accounting codes and procedures.

Budgeting and Financial Planning

- Coordinate the preparation of the company's annual operating and capital expenditure budgets, within the framework of the company's medium-term financial plan.
- Supervise the preparation of the company's financial plan, containing expenditure forecasts, revenue and capital requirements and tariff proposals to meet specified financial performance targets in close consultation with the General Manager.

Purchasing and Stores

- Supervise the company's purchasing activities and undertake the financial adjudication of tenders for bulk procurement and capital works.
- Develop inventory management policies and procedures to ensure that adequate materials and supplies are available for operations while minimizing loss, waste, and excess inventory.

Administrative Services

Ensure the general administrative needs of the organization are properly provided for, particularly in relation to:

- Janitorial services.
- Internal and external mail.
- Central filing and records.
- Secretarial services.
- Telecommunications.

Personnel Administration

- Supervise the preparation and implementation of company personnel policies and procedures.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Techniques of financial analysis and planning.
- Good knowledge of International Accounting Standards.
- Basic knowledge of Jordanian governmental accounting systems.
- Purchasing and inventory control procedures.
- Cash management procedures.
- Financial auditing procedures.
- Personnel management systems.
- Standard financial management software packages.
- All modules of the Company's computerized financial accounting system.
- Principles of computer programming, operating systems, and network administration.

Ability to:

- Plan, organize and control the work of a large Department engaged in diverse activities.
- Manage and coordinate the work of supervisory, technical and clerical personnel.
- Advise and coordinate work with staff, contractors, consultants and a variety of agencies.

- Direct, oversee, supervise and evaluate the work of personnel and conduct personnel actions such as training or discipline as necessary.
- Develop and interpret policies and procedures.
- Read, interpret and enforce local and national regulations as they apply to access to networks, billing, and collection.
- Prepare and review reports.
- Understand the organization and operation of local authorities as necessary to assume assigned responsibilities.
- Conduct queries and print reports from special databases.
- Compile information and statistics into complete records and reports.
- Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
- Prepare and deliver briefings and presentations for board members, local and national officials, prospective creditors and investors.
- Establish and maintain effective working relationships with those contacted in the course of work.

WORKING CONDITONS

Environmental Conditions

Office environment

Level of Physical Effort

Minimal

Working Conditions

Occasional weekend work

QUALIFICATIONS

Qualifying Education and Experience

- Bachelors degree in Business Administration or Accounting.
- Nine years experience in the private sector including three years as a finance manager or assistant finance manager, three years experience managing an accounting Section, and two years experience in a responsible position in purchasing. Some auditing experience is desirable.

CUSTOMER SERVICE DEPARTMENT MANAGER

PURPOSE

To plan, organize, direct, and control the work of the work of the Customer Service Department in accounting for water and wastewater service sales, billing for water and wastewater service sales, billing for water and wastewater services, controlling access to the company's networks, and managing customer service requests and inquiries.

SUPERVISION

- Receives general supervision from the General Manager.
- Exercises limited supervision over:
 - Customer Relations Supervisor.
 - Billing Supervisor.
 - Collection Supervisor.
 - Connections Supervisor.
- Exercises technical supervision over Rural Customer Service Supervisor.

RESPONSIBILITIES

- Organize the flow of work and information within the Department.
- Prepare management reporting formats and organize report preparation routines; monitor trends in consumption, connections and collection.
- Evaluate policies and procedures and propose/draft improved policies and procedures for:
 - New connections.
 - Special connection contracts.
 - Billing and collection.
 - Disconnection and reconnection.
 - Debt recovery and write-off.
 - Installment payments/credit control.
 - Meter replacement.
- Evaluate utility by-laws and connection contracts and propose/draft improved ones.
- Review and approve special customer contracts.
- Review and approve changes to customer records related to customer profile or status, as per Company policies and procedures regarding authorization of edits to customer data.
- Record the effectiveness and timeliness of the response by other Departments to customer requests and complaints; make recommendations to the General Manager on ways to improve responsiveness.

- Supervise the preparation of management reports on types of customer request, complaint, and inquiry.
- Plan and direct surveys and other types of information collection to assess customer needs and preferences and levels of customer satisfaction.
- Make recommendations to the General Manager on needs for and strategies of improving mutual understanding between the utility and customers; plan and manage communication programs as requested.
- Develop and monitor the implementation of tactics to ensure the integrity of meter reading, billing, and collection processes.
- Organize the consolidation of cash receipts and their delivery to the company Treasurer.
- Propose charges for meter testing and servicing of user connections, in consultation with the Accounting/MIS Section.
- Exercise technical oversight over and provide technical assistance to the Rural Customer Service Section in Quwayra District.
- Participate in tariff studies.
- Participate in the development of goals, objectives, policies, and priorities for customer service; identify resource needs.
- Oversee, review and approve recruitment, hiring, training and discipline of Department personnel.
- Lead in the development and administration of the Department budget; forecast funds needed for staffing, equipment, materials, and supplies.
- Oversee and ensure that staff are properly trained in safety procedures and obtain required training or experience.
- Identify opportunities for improving methods and procedures; review with appropriate management staff; implement improvements.
- Coordinate assigned services and activities with those of other Departments.
- Supervise the maintenance of time, material and equipment use records; requisition supplies and materials.
- Ensure that personnel in the Department are aware of and follow local and Jordanian policies and regulations.
- Act as expert witness in legal matters concerning the Department.
- Respond to and resolve difficult and sensitive citizen inquiries and complaints.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Utility policies and procedures regarding connections, billing, and collection.
- Standard indicators of customer service delivery and customer satisfaction.
- Materials, methods, practices and equipment used in meter reading, billing, collection, connections, and meter maintenance.

- All modules of the Company's customer information system (CIS).
- Accounts receivable, cash management, and purchasing modules of the Company's computerized financial accounting system.
- Utility computerized maintenance management system (MMS) operations.
- Principles of modern supervision and management as applied to customer service systems and personnel.
- Procedures and practices of budget preparation and control.
- Occupational hazards and standard safety precautions necessary in the work.
- Principles and procedures of record keeping and reporting.
- Principles of supervision, training and performance evaluation.
- Modern office procedures, methods, and computer equipment.
- Basic principles of programming, operating systems, and network administration.
- MS Office-type suite of applications.
- English language.

Ability to:

- Plan, organize and control the work of a large Department engaged in diverse and often sensitive activities.
- Manage and coordinate the work of supervisory, technical and clerical personnel.
- Advise and coordinate work with staff, contractors, consultants and a variety of agencies.
- Direct, oversee, supervise and evaluate the work of personnel and conduct personnel actions such as training or discipline as necessary.
- Develop and interpret policies and procedures.
- Read, interpret, and apply local and national regulations as they apply to access to networks, billing, and collection.
- Prepare and review reports.
- Prepare and deliver briefings and presentations to Board members, local and national officials, large customers, and community groups.
- Understand the organization and operation of local authorities as necessary to assume assigned responsibilities.
- Coordinate and compile information and statistics into complete records and reports.
- Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Maintain high level of integrity.

WORKING CONDITIONS

Environmental Conditions

- Normally, office environment.
- Occasional field visits to remote areas (Wadi Araba, Quwayra) may be required.

Level of Physical Effort

Minimal.

Irregular Hours Requirements

Infrequent, but the incumbent must be available on-call to respond to emergencies.

QUALIFICATIONS

Qualifying Education and Experience:

- Bachelors degree in engineering, business administration, or sales/marketing.
- Seven years of increasingly responsible experience in customer service functions, preferably in a public utility organization, including two years of administrative and supervisory responsibility.
- Three years experience in management of computerized billing systems.

QUWAYRA DEPARTMENT MANAGER

PURPOSE

To plan, organize, direct, and control the company's facility O&M and customer service activities in the Quwayra District service area.

Supervision

- Receives general supervision from the Technical Manager/Deputy General Manager.
- Exercises limited supervision over Rural O&M Supervisor and Rural Customer Service Supervisor.

RESPONSIBILITIES

- Assess the condition of Quwayra wells, pumping stations, and reservoirs in consultation with the Maintenance Department Manager, develop maintenance programs and schedules.
- Plan and direct routine maintenance tasks of the Quwayra Department.
- Develop contingency plans for response to service interruptions arising from plant failures or network breaks, and oversee repair/response activities; investigate all failures/breakdowns and prepare incident reports for the Technical Manager/Deputy General Manager.
- In consultation with the Purchasing and Stores Section of the company's Finance and Administration Department, develop and oversee the implementation of an optimal distribution and layout of Quwayra Department stores.
- Assess the technical feasibility of a program of night-flow monitoring to estimate leakage levels in the individual networks of the Department, assist in planning the program and oversee its implementation.
- Ensure provision of as-built drawings of pipelines and networks to the Projects Center, and provide additional mapping detail as requested.
- Prepare regular periodic reports on water plant operation hours, output, and billed consumption in each of the individual networks in the service area.
- Evaluate the company's customer service policies and procedures as applied in the District; work with the Customer Service Department Manager to revise or improve them as necessary in relation to work and customer conditions in the District.
- Work with the Customer Service Department Manager and the Technical Manager/Deputy General Manager to design the management reports of the Department; work with subordinates to ensure accurate record keeping and timely reporting.
- Serve as instructed as the company's representative in meetings with district and village level local authorities and community groups.

- Reallocate Department staff on a temporary basis in response to emergency situations or periodic imbalances in workload.
- Participate in the planning, design, and construction supervision of new facilities in the service area as requested.
- Identify opportunities for improving service delivery methods and procedures; review with appropriate management staff; implement improvements.
- Participate in the development and implementation of goals, objectives, policies, and priorities for the Department; identify resource needs; recommend and implement policies and procedures.
- Lead in the development and administration of the Department's budget; forecast funds needed for staffing, equipment, materials, and supplies; direct the monitoring of and approve expenditures; recommend adjustments as necessary.
- Oversee, review and approve recruitment, hiring, training and discipline of Department personnel.
- Oversee and ensure that staff are properly trained in safety procedures and obtain required distribution and operation experience or other experiences as required.
- Supervise the maintenance of time, material and equipment use records; requisition supplies and materials.
- Ensure that personnel in the Department are aware of and follow local and Jordanian policies and regulations.
- Act as the expert witness in legal matters concerning the Department.
- Coordinate the activities of the Department with other Departments of the company.
- Ensure the adherence to safe work practices by subordinate personnel.
- Respond to and resolve difficult and sensitive citizen inquiries and complaints.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Design, construction, operation, and maintenance of small water supply and distribution systems.
- Basic principles of hydraulics, biology, chemistry and mathematics as related to water wells and distribution systems.
- Basic mechanical and electrical systems.
- Materials, methods, practices and equipment used in potable water systems operation, maintenance and repair activities.
- Company customer service policies and procedures.
- Company meter reading, billing, and collection routines.
- Principles of modern supervision and management as applied to water systems and customer service.

- Local and Jordanian regulations as applied to operations of water systems.
- Procedures and practices of budget preparation and control.
- Occupational hazards and standard safety precautions necessary in the work.
- Principles and procedures of record keeping and reporting.
- Principles of supervision, training and performance evaluation.
- Modern office procedures, methods and computer equipment.
- Recent developments, current literature and sources of information related to potable water treatment operation, maintenance and distribution.
- Budgeting, purchasing, human resource, and accounts receivable modules of the Company's computerized financial accounting system
- English language

Ability to:

- Plan, organize and direct the work of staff engaged in a variety of tasks and functions.
- Manage and coordinate the work of supervisory, technical and clerical personnel.
- Advise and coordinate work with staff, contractors, consultants and a variety of agencies.
- Direct, oversee, supervise and evaluate the work of personnel and conduct personnel actions such as training or discipline as necessary.
- Read, interpret and enforce relevant local and Jordanian regulations.
- Prepare and review reports.
- Interpret and apply administrative and Sectional policies and procedures.
- Understand the organization and operation of the local authorities as necessary to assume assigned responsibilities.
- Coordinate and compile information and statistics into complete records and reports.
- Analyze problems, identify alternative solutions, and project consequences of proposed actions and implement recommendations in support of goals.
- Conduct queries and print reports from special databases.
- Establish and maintain effective working relationships with those contacted in the course of work.

WORKING CONDITIONS

Environmental Conditions

- Office Environment.
- Water treatment plant and water treatment distribution system environment.
- Exposure to traffic, chemicals, machinery, electrical systems and computer screens.
- The work location (Quwayra town and district) is rural and lacking in many cultural amenities.

Level of Physical Effort

Walking, standing, sitting, or driving for long periods of time; operating motorized vehicles.

Irregular Hours Requirements

The incumbent must be available on call to respond to emergencies.

QUALIFICATIONS**Qualifying Education and Experience**

- Bachelors degree with major course work in Mechanical Engineering, Civil Engineering, Environmental Engineering, or a related field.
- Six years of increasingly responsible experience in the operation and maintenance of small, preferably rural, water systems, including two years of administrative and supervisory responsibility.
- Some experience in customer relations management, billing, or collection is desirable.

WATER DEPARTMENT MANAGER

PURPOSE

To plan, organize, direct, and control the operation and maintenance of the rural sourceworks (Disi & Wadi Araba), pumping stations, transmission mains, water treatment plants, water distribution systems, and all associated activities and functions.

SUPERVISION

- Receives general direction from the Technical Manager/Deputy General Manager.
- Exercises limited supervision over:
 - Sourceworks Supervisor
 - Networks Supervisor
 - SCADA and Telemetry Operator
 - Heavy/Equipment Operator.

RESPONSIBILITIES

- Control and manage the operation of the main Disi-Aqaba system, the city water distribution system, and rural water systems in Wadi Araba.
- Plan, organize, direct and review activities of subordinate supervisors in the operation, maintenance and regulatory compliance of all elements of the potable water system including the water wells, water distribution system, reservoirs, and water pumping stations.
- Develop and implement contingency plans for coping with interruption in bulk water supply.
- Perform the inspection of water distribution facilities and equipment for needed maintenance and repairs.
- Assist the Projects Center in design and construction activities related to water supply projects.
- Supervise the operation and maintenance of the Supervisory Control and Data Acquisition system (SCADA).
- Initiate and administer special projects for the water supply and water distribution systems.
- Participate in review of local physical development activities, projects, and ordinances that impact the water systems.
- Participate in the development of goals, objectives, policies, and priorities for water system operation and maintenance; identify resource needs.
- Lead in the development and administration of the Department budget; forecast funds needed for staffing, equipment, materials, and supplies.
- Oversee, review and approve recruitment, hiring, training and discipline of Water Department personnel.

- Oversee and ensure that staff are properly trained in safety procedures and obtain required distribution and operation experience or other experience as required.
- Identify opportunities for improving service delivery methods and procedures; review with appropriate management staff; implement improvements.
- Plan, budget for, and manage the implementation of valve exercising program, mains flushing program, and leak repair program.
- Coordinate assigned services and activities with those of other Departments.
- Supervise the maintenance of time, material and equipment use records; requisition supplies and materials.
- Ensure that personnel in the Water Department are aware of and follow local and Jordanian policies and regulations.
- Act as expert witness in legal matters concerning the Water Department.
- Respond to and resolve difficult and sensitive citizen inquiries and complaints.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Design and construction of water supply and distribution systems.
- Standard principles of hydraulics, biology, chemistry and mathematics as related to water wells and distribution systems.
- Modern physical, chemical and bacterial processes involved in water treatment, water distribution and transmission systems.
- Basic mechanical and electrical systems.
- Utility computerized operations and maintenance management systems and applications, especially MMS, GIS, and SCADA.
- Materials, methods, practices and equipment used in potable water systems operation, maintenance and repair activities.
- Principles of modern supervision and management as applied to water transmission and distribution systems and personnel.
- Local and Jordanian regulations as applied to operations of water, wastewater and reclaimed water systems.
- Procedures and practices of budget preparation and control.
- Occupational hazards and standard safety precautions necessary in the work.
- Principles and procedures of record keeping and reporting.
- Principles of supervision, training and performance evaluation.
- Modern office procedures, methods, and computer equipment.
- Recent developments, current literature and sources of information related to potable water system management and planning.
- Budgeting, purchasing, and human resource modules of the Company's computerized financial accounting system.

- English language.

Ability to:

- Plan, organize and direct the operations and maintenance of the water transmission and distribution systems.
- Manage and coordinate the work of supervisory, technical and clerical personnel.
- Advise and coordinate work with staff, contractors, consultants and a variety of agencies.
- Select, train, evaluate, and develop staff.
- Read, interpret and enforce local and international regulations as they apply to water treatment plants, water distribution and reclaimed water systems.
- Prepare and review reports.
- Interpret and apply administrative and Sectional policies and procedures.
- Understand the organization and operation of local authorities as necessary to assume assigned responsibilities.
- Coordinate and compile information and statistics into complete records and reports.
- Analyze problems, identify alternative solutions, and project consequences of proposed actions and implement recommendations in support of goals.
- Conduct queries and print reports from special databases.
- Establish and maintain effective working relationships with those contacted in the course of work.

WORKING CONDITIONS

Environmental Conditions

- Office Environment.
- Water treatment plant and water treatment distribution system environment.
- Exposure to traffic, confined spaces, chemicals, machinery, and computer screens. Occasional work in remote areas (Disi, Wadi Araba) may be required.

Level of Physical Effort

- Essential functions may require maintaining physical condition necessary for walking, standing, or sitting for long periods of time.
- Operating motorized vehicles.

Irregular Hours Requirements

- The incumbent must be available on-call for response to emergencies.
- Occasional work in remote areas (Disi, Wadi Araba) may be required.
- In addition, the incumbent will be expected to manage the company's operations evening shift approximately seven days each month.

QUALIFICATIONS

Qualifying Education and Experience:

- Bachelors degree in Mechanical Engineering, Civil Engineering, Environmental Engineering, or a related field.
- Seven years of increasingly responsible experience in the operation and maintenance of a water supply system, including two years of administrative and supervisory responsibility.

WASTEWATER DEPARTMENT MANAGER

PURPOSE

To plan, organize direct, and control the operation and maintenance of the company's wastewater treatment, reuse, and collection systems and all associated activities and functions.

SUPERVISION

- Receives general direction from the Technical Manager/Deputy General Manager.
- Exercises limited supervision over
 - Wastewater Treatment Engineer.
 - Sewer Supervisor.
 - Wastewater System Operators.

RESPONSIBILITIES

- Plan, organize, direct and review activities of subordinate supervisors in the operation, maintenance and regulatory compliance of all elements of the wastewater collection, reclamation, pumping and force main and wastewater treatment plant.
- Exercise direct planning and control over wastewater pumping operations.
- Oversee and monitor the new sewer connections program.
- Oversee and monitor records and reports of sewage flow and power use.
- Oversee and monitor sanitary land-based disposal of sewage received at the treatment plant.
- Coordinate with the Maintenance Department Manager to ensure smooth integration of planned maintenance program activities with Department operations.
- Initiate and administer special projects for the wastewater collection, wastewater treatment and reclamation systems.
- Review local physical development activities, projects, and ordinances that impact the wastewater systems.
- Assist the Projects Center in the planning, design, and construction supervision of wastewater facilities.
- Participate in the development of goals, objectives, policies, and procedures for wastewater system operations; identify resource needs.
- Lead in the development and administration of the Department's budget; forecast funds needed for staffing, equipment, materials, and supplies; monitor of and approve expenditures; recommend adjustments as necessary.
- Oversee, review and approve recruitment, hiring, training and discipline of Wastewater Department personnel.
- Oversee and ensure that staff is properly trained in safety procedures.

- Prepare reports and intra-company correspondence, and prepare draft official correspondence, and prepare draft official correspondence.
- Ensure that personnel in the Wastewater Department are aware of and follow local and Jordanian policies and regulations.
- Act as expert witness in legal matters concerning the Wastewater Department.
- Coordinate the activities of the Wastewater Department with other company Departments.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Design and construction of wastewater collection and treatment systems.
- Principles of modern supervision and management as applied to wastewater systems and personnel.
- Modern physical, chemical and bacterial processes involved in wastewater collection and treatment systems.
- Local, Jordanian, and international regulations and procedures as applied to operations of wastewater systems.
- Procedures and practices of budget preparation and control.
- Good knowledge of electrical and mechanical systems.
- Recent developments, current literature and sources of information related to wastewater system management and planning.
- SCADA-based operations control systems and computerized GIS and maintenance management programs.
- Budgeting, purchasing, and human resource modules of the Company's financial accounting set.
- English language.

Ability to:

- Plan, organize and direct the operations and maintenance of the wastewater collection and treatment systems.
- Manage and coordinate the work of supervisory, technical and clerical personnel.
- Analyze treatment procedures to ensure compliance of the wastewater systems with all applicable local, Jordanian, and international regulations.
- Prepare operation and maintenance work schedules.
- Advise and coordinate work with staff, contractors, consultants and a variety of agencies.
- Direct, oversee, supervise and evaluate the work of personnel and conduct personnel actions such as training or discipline as necessary.
- Read, interpret and enforce local and national regulations as they apply to wastewater systems.
- Prepare and review reports.

- Understand the organization and operation of local authorities as necessary to assume assigned responsibilities.
- Interpret and apply policies and procedures.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

WORKING CONDITIONS

Environmental Conditions

- Office in wastewater treatment plant.
- Occasional exposure to traffic, chemicals, electrical systems machinery, and computer screens.
- Indirect exposure to untreated and treated wastewater.

Physical Conditions

- Essential functions may require maintaining physical condition necessary for walking, standing, or sitting for long periods of time.
- Operating motorized vehicles.

Irregular Hours Requirements

- The incumbent must be available on-call for response to emergency situations.
- In addition, the incumbent will be expected to manage the company's operations evening shift approximately seven days each month.

QUALIFICATIONS

Qualifying Education and Experience

- Equivalent to a Bachelors degree from an accredited college or university with major course work in Mechanical Engineering, Civil Engineering, Environmental Engineering, or a related field. Advanced courses in Water or Wastewater Science.
- Seven years of increasingly responsible experience in the operation and maintenance of a wastewater collection, treatment, and reuse system, including two years of administrative and supervisory responsibility.

MAINTENANCE SUPERVISOR

PURPOSE

To plan, organize and direct planned preventive maintenance of water, wastewater, and reuse facilities and equipment and company vehicles; assist in repair work, and perform a variety of technical tasks relative to assigned area of responsibility

SUPERVISION

- Receives general direction from the Technical Manager/Deputy General Manager.
- Exercises direct supervision over Maintenance Section staff.

RESPONSIBILITIES

- Prepare a detailed technical inventory of the company's fixed and moving mechanical and electrical assets.
- Assess the routine and specialized maintenance needs of each asset, identify and classify the types of maintenance to be performed, their periodicities, and their skill, equipment, and supply requirements.
- Develop maintenance task schedules for each asset.
- In consultation with the Technical Manager/Deputy General Manager and the O&M Department managers, allocate responsibility for each task to the appropriate Department and Section.
- Plan, organize, and direct the implementation of maintenance activities assigned to the Maintenance Department.
- Inspect the quality and regularity of maintenance tasks performed by other Departments, and report problems to the Technical Manager/Deputy General Manager.
- Provide specialized repair assistance to Departments as required.
- Assist in supervision of capital works construction as requested.
- Assist in preparation of terms of reference and specifications for maintenance service contracts.
- Participate in the development of goals, objectives, policies, and priorities for water and wastewater systems operation and maintenance; identify resource needs.
- Lead in the development and administration of the Department budget; forecast funds needed for staffing, equipment, materials, and supplies; direct the monitoring of and approve expenditures; recommend adjustments as necessary.
- Select, train, motivate and evaluate personnel; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline and termination procedures.
- Supervise the maintenance of time, material and equipment use records; requisition supplies and materials.

- Train and assist employees to interpret drawings, blueprints, schematics and diagrams for a variety of utility systems.
- Ensure that records on work, time, and materials usage are maintained.
- Ensure that personnel in the Maintenance Department are aware of and follow relevant policies and regulations.
- Identify opportunities for improving service delivery methods and procedures; review with appropriate management staff; implement improvements.
- Ensure the adherence to safe work practices by subordinate personnel.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Principles and best practices in water/wastewater plant, heavy equipment, and vehicle maintenance.
- Advanced knowledge of mechanical and electrical systems of water/wastewater fixed plant, heavy equipment, and vehicles.
- Computerized maintenance management systems and applications, project management applications (e.g., MS Project).
- Materials, methods, practices and equipment used in water and wastewater systems installation, operation, maintenance and repair activities.
- Procedures of preventive maintenance related to utility treatment, distribution and collection system equipment and vehicles.
- Principles of modern supervision and management.
- Local and Jordanian regulations as applied to operations and maintenance of water, wastewater and reclaimed water systems.
- Procedures and practices of budget preparation and control.
- Occupational hazards and standard safety precautions necessary in the work.
- Principles and procedures of record keeping and reporting.
- Principles of supervision, training and performance evaluation.
- Modern office procedures, methods and computer equipment.
- Budgeting, purchasing, and human resource modules of the company's computerized financial accounting system.
- English language.

Ability to:

- Plan and organize maintenance of water and wastewater treatment supply and distribution systems.
- Manage and coordinate the work of supervisory, technical and clerical personnel.
- Operate computerized maintenance management systems to schedule and control planned maintenance for a variety of facilities and vehicles and to maintain adequate inventories.

- Conduct queries and print reports from special databases.
- Prepare routine and preventive maintenance schedules.
- Advise and coordinate work with staff, contractors, consultants and a variety of agencies.
- Direct, oversee, supervise and evaluate the work of personnel and conduct personnel actions such as training or discipline as necessary.
- Prepare and review operation and maintenance reports and special studies on water, wastewater and reclaimed water systems as requested.
- Interpret and apply administrative and Sectional policies and procedures.
- Understand the organization and operation of local authorities as necessary to assume assigned responsibilities.
- Coordinate and compile information and statistics into complete records and reports.
- Oversee and maintain a variety of maintenance and repair records.
- Analyze problems, identify alternative solutions and project consequences of proposed actions and implement recommendations in support of goals.
- Lead in the diagnosis, disassembly, and repair of water and wastewater system equipment.
- Teach employees to read and understand various manuals, blueprints, and schematics.
- Apply good judgment and practical knowledge to resolve unusual or irregular operation and maintenance problems.
- Establish and maintain effective working relationships with those contacted in the course of work.

WORKING CONDITIONS

Environmental Conditions

- Office Environment.
- Treatment plant and network system environment.
- Exposure to traffic, heat, cold, and inclement weather confined spaces, chemicals, electrical systems, machinery, and computer screens.
- Indirect exposure to untreated and treated wastewater.
- Regular but infrequent travel to and work in remote areas (Disi, Wadi Araba, Quwayra).

Level of Physical Effort

Work may involve frequent standing, walking, squatting, and occasional lifting.

Irregular Hours Requirements

- The incumbent must be available on call to respond to emergency situations.
- In addition, the incumbent will be required to manage the company's operations evening shift approximately seven days each month.

QUALIFICATIONS

Qualifying Education and Experience

- Bachelors degree in Mechanical Engineering, Sanitary Engineering, or a related field.
- Six years of increasingly responsible experience in the operation and maintenance of water and wastewater treatment plants and pumping systems, including two years of administrative and supervisory responsibility.
- Experience in design of planned preventive maintenance programs for machinery, equipment, and vehicles.

ENGINEERING & PROJECTS SUPERVISOR

PURPOSE

Under general supervision, responsible for the planning, design, and construction management of the company's capital rehabilitation and improvement programs and management of the company's GIS operations.

SUPERVISION

- Receives general supervision from the General Manager.
- Exercises direct supervision over Projects Inspector and Surveyor.
- Exercises limited supervision over the GIS Specialist.

RESPONSIBILITIES

- Assist the General Manager and Department managers in the assessment of needs for capital improvement, extension and rehabilitation works and in the preparation of Terms of Reference for engineering design and construction management services.
- Perform professional engineering and assessment work involving the design, construction, extension and rehabilitation of public works projects for water and wastewater systems; including preparation of specifications, engineering design and construction supervision for small works; and preparation of TORs for professional planning, engineering design, or construction management services.
- Prepare preliminary professional engineering designs, drawings, technical specifications, costs, quantity estimates and other contract documents for assigned projects including utilizing a variety of computer software programs; perform detailed calculations and computations on engineering projects; prepare and/or review the adequacy and accuracy of computations, preliminary layouts and design work from field and survey data.
- Participate in the preparation of requests for proposals and bids; participate in review of contract bids and proposals; participate in the review of contractor work activities and in final acceptance decisions and procedures.
- Participate in the preparation of technical reports and correspondence on engineering activities in area of assignment.
- Review and approve changes to approved plans and specifications.
- Process a variety of permits.
- Provide assistance to construction inspectors in the interpretation of plans and resolution of problems during construction; review as-built plans to ensure compliance with original plans and specifications.
- Provide quality assurance over the work of pipeline installation and replacement engineering design and construction supervision contracts.

- Develop standards for water and sewer system maps.
- May oversee construction field activities including evaluation, sampling and testing existing surfaces including asphalt and soil; mark and layout field work locations.
- Maintain constant awareness of progress on assigned projects to ensure compliance with designated time and cost schedules for project completion.
- Inspect construction projects and perform a range of construction contract administration duties; assist in negotiating change orders.
- Direct and supervise the work of the GIS Specialist, who is responsible for the mapping of the city water distribution and wastewater collection systems and for monitoring hydraulic and structural conditions of the networks.
- Participate in the training of engineering staff and Departmental managers.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Principles and practices of water and wastewater system planning, control, and engineering.
- Terminology, methods, practices, and techniques used in technical engineering report preparation.
- Materials, tools, and equipment used in engineering projects.
- Principles of mathematics as applied to engineering work.
- Modern office procedures, methods, and computer equipment.
- Recent developments, current literature, and sources of information regarding water and wastewater engineering.
- Local laws, codes, and regulations including civil engineering laws and regulations.
- Computerized utility engineering design and hydraulic analysis programs.
- Computer skills.
- English language.

Ability to:

- Exercise professional engineering judgment in accordance with current accepted practice of engineering and appropriate laws and codes.
- Develop, review and modify engineering plans, designs, and specifications.
- Prepare detailed terms of reference for supply contracts, installation contracts, and engineering design and construction supervision services.
- Interpret pertinent local laws, codes, and regulations including water and wastewater engineering laws and regulations.
- Prepare and maintain technical civil engineering records.

- Organize and prepare detailed reports, special studies, briefing materials, official correspondence, and memoranda.
- Operate computer-based engineering systems.
- Participate in professional journey-level civil engineering activities for assigned projects.
- Conduct engineering studies and develop appropriate recommendations.
- Perform technical research and solve engineering problems.
- Compile technical data and prepare statistical and narrative reports from field studies.
- Establish and maintain cooperative working relationships with those contacted in the course of work.

WORKING CONDITIONS

Environmental Conditions

- Office and field environments.
- Exposure to traffic, poise, dirt, ambient weather conditions.

Level of Physical Effort

- Work may entail walking, standing, or sitting for long periods of time.
- Operating motorized vehicles.

Irregular Hours Requirements

Occasional night-time work if project construction work inspection requires it.

QUALIFICATIONS

Qualifying Education and Experience

- Bachelors degree civil engineering, mechanical engineering, or sanitary engineering.
- Six years of increasingly responsible experience in professional project engineering work in water and wastewater systems, including two years of administrative and supervisory responsibility.

RURAL O&M SUPERVISOR

PURPOSE

To lead, oversee, supervise, participate, and perform a variety of skilled electromechanical work involving installation, operation, maintenance and repair activities for a variety of water supply facilities; and to perform a variety of technical tasks relative to assigned area of responsibility.

SUPERVISION

- Receives general supervision from Quwayra Department Manager.
- Exercises direct supervision over:
 - Welder
 - Heavy Equipment Operator
 - Laborers.

RESPONSIBILITIES

- Plan, prioritize, assign, supervise and review the work of staff responsible for operation, maintenance and repair activities of Quwayra District local water supply systems including water pumping stations, transmission mains, reservoirs, generators, pressure reducing stations, and pipelines.
- Inspect, diagnose, and locate difficulties and faults in water supply systems including disassembling and repairing pumps, valves, controls, analyzers, feeders, transformers, generators, control & power panels, cables & wiring, gauges, and other related equipment.
- Inspect overhaul valves, vacuum breakers, control valves, check valves, isolation gate and butterfly valves and direct repair and preventive maintenance activities.
- Oversee the maintenance and repair of mechanical equipment, electronic instrumentation and electrical control systems.
- Plan, direct, and perform preventive maintenance functions on water system electromechanical equipment; identify equipment maintenance needs. Ensure parts and equipment are lubricated; oil and grease are replaced; pickings and bearings are replaced
- Oversee and supervise the repair of leaks, pipe breaks and bursts, report all repair requests and results to the Projects Center.
- Provide as-built drawings for water networks in accordance with the requirements of the Project Center; respond to Project Center requests for additional mapping details.
- Ensure data is read, logged, compiled, and recorded for water pump stations, pressure reducing and control stations, and is reported to the Department Manager.
- Train subordinates to interpret drawings, blueprints, schematics and diagrams.

- Lead and perform general utility maintenance activities including reservoir cleaning, checking reservoir levels, and inspecting reservoirs and drains for leakage; perform routine water distribution and collection system repair, cleaning, and painting activities.
- Assist as requested in the planning, design, and construction supervision of rehabilitation works and new projects.
- Supervise the use and operation of construction and maintenance equipment.
- Ensure adherence by subordinates to safe work practices.
- Inspect work sites before, during and after completion of work assignments; ensure work is completed in a satisfactory and thorough manner. Review the work of assigned staff for accuracy, proper work methods, techniques, and compliance with applicable standards and specification
- Respond to public inquiries in a courteous manner; provide information within the area of assignment.
- As instructed, supervise the collection of water samples from wells, booster stations and distribution systems; perform routine tests; log results and maintain accurate records.
- Suggest improvements in work methods, organization, or procedure.
- Assist in setting goals, strategies, and procedures for the Section's work.
- Assist in preparation and administration of the Section's budget.
- Participate in selecting, training, evaluating, and motivating subordinate personnel.
- Instruct subordinates in the proper use and care of equipment and facilities.
- Participate in preparing specifications for equipment and supplies.
- Requisition materials and supplies.
- Keep records on unit performance and use of time, materials, and equipment.
- Prepare reports and internal memoranda.
- Assist in a variety of Departmental activities as required.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Operations, maintenance, and repair standards and procedures for small rural water systems.
- Methods, practices, materials and equipment commonly used in water system operation, maintenance and repair.
- Practices and procedures used in the installation, maintenance and repair of water and wastewater electrometrical systems.
- Basic mechanical and electrical systems.
- Basic knowledge of the physical, chemical and bacterial processes involved in water treatment.

- Occupational hazards and standard safety practices necessary in the area of work assigned.
- English language.
- Principles of supervision as applied to technical and clerical personnel.
- Principles of planning, budget preparation, and control.
- Principles of recordkeeping and report writing.
- Modern office procedures and equipment.
- Relevant laws, codes, and regulations.

Ability to:

- Perform routine and skilled activities in the installation, repair and maintenance of water supply systems.
- Troubleshoot electromechanical water and wastewater equipment.
- Lead in the diagnosis, disassembly, and repair of routine water distribution system equipment.
- Operate and maintain machinery and equipment related to the maintenance, repair and alterations of water transmission and distribution facilities.
- Diagnose visible faults in remote telemetry unit installation and operation.
- Train employees to use and operate hand tools, power tools, and equipment in a safe and efficient manner.
- Read and interpret engineering blueprints, specifications and technical manuals.
- Teach employees to read and understand various manuals, blueprints, and schematics.
- Plan, schedule, coordinate and direct, the work of teams and individuals.
- Select, train, develop, and motivate technical and clerical staff.
- Interpret and explain relevant policies and procedures.
- Keep records, prepare routine reports, memoranda, and internal correspondence.
- Establish and maintain effective relationships with those contacted in the course of work.
- Respond courteously to inquiries from the general public regarding work within the job's scope.
- Use work processing and spreadsheet programs, conduct queries in special databases.

WORKING CONDITIONS

Environmental Conditions

- Office/field environment.
- Periodically disagreeable working conditions, working outdoors, sometimes in adverse weather, exposed to water, mud, dirt and grease.

- Some frequent exposure to disagreeable conditions including fumes, chemicals, equipment noise and vibration, heat, cold, and dampness; exposure to electrical systems.
- The work location (Quwayra town and district) is mainly rural and lacks many cultural amenities.

Level of Physical Effort

- Work may entail standing, walking, bending, climbing or stooping for prolonged periods of time.
- Moderate to heavy lifting; operating motorized vehicles.

Irregular Hours Requirement

The incumbent is required to be on call after hours and respond to emergency problems at any hour as needed.

QUALIFICATIONS

Qualifying Education and Experience:

- Diploma in industrial studies.
- Six years of increasingly responsible experience in the installation, operation, maintenance, and repair of water systems.

RURAL CUSTOMER SERVICE SUPERVISOR

PURPOSE

To manage the meter reading, collection, and connections activities of the company in Quwayra District.

SUPERVISION

- Receives limited administrative supervision from the Quwayra Department Manager and limited technical supervision from the Customer Service Department Manager.
- Exercises direct supervision over:
 - Connections Inspector.
 - Pipefitter.
 - Plumber.
 - Meter Readers.
 - Water Tanker Driver.
 - Driver.

RESPONSIBILITIES

- Plan, direct, and control the work of the Quwayra Customer Service Section.
- Plan and assign meter reading and collection work in a manner which ensures the efficiency and integrity of the meter reading and collection operations.
- Train and mentor the meter readers in the detection of meter faults, illegal connections, and leakage.
- Organize the regular dispatch of meter readings and collections to the main office in Aqaba.
- Assist customers to complete applications for new connections.
- Maintain copies of customer files.
- Respond to customer inquiries, receive and route customer service requests and complaints.
- Ensure the consolidation of cash receipts, their entry into sales journal, and their delivery to the company's Treasurer or local bank account.
- Conduct, or supervise the conduct of, inspections or investigations relating to potential disconnection or illegal use cases.
- Process and follow up requests for water delivery by truck.
- Suggest improvements in work methods, organization, or procedure.
- Assist in setting goals, strategies, and procedures for the Section's work.
- Assist in preparation and administration of the Section's budget
- Participate in selecting, training, evaluating, and motivating subordinate personnel

- Instruct subordinates in the proper use and care of equipment and facilities.
- Participate in preparing specifications for equipment and supplies.
- Requisition materials and supplies.
- Keep records on unit performance and use of time, materials, and equipment.
- Prepare reports and internal memoranda.
- Assist in a variety of Departmental activities as required.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Typical customer complaints and inquiries.
- Company customer service policies, procedures, and regulations.
- Standards and materials used in house connections and metering for water supply.
- Principles and methods of water loss control and leak detection.
- Operations and work flow of the company's computerized billing system.
- Company cash management policies and procedures.
- Company organization structure.
- Company budget preparation procedures.
- Safe work practices, occupational hazards, and standard safety precautions.
- Principles of supervision as applied to technical and clerical personnel.
- Principles of planning, budget preparation, and control.
- Principles of recordkeeping and report writing.
- Modern office procedures and equipment.
- Relevant laws, codes, and regulations.

Ability to:

- Plan, schedule, coordinate and direct, the work of teams and individuals
- Select, train, develop, and motivate technical and clerical staff
- Interpret and explain relevant policies and procedures
- Keep records, prepare routine reports, memoranda, and internal correspondence
- Establish and maintain effective relationships with those contacted in the course of work
- Respond courteously to inquiries from the general public regarding work within the job's scope
- Use work processing and spreadsheet programs, conduct queries in special databases.
- Strong supervisory skills; must be able to plan, organize, direct, and control the work of a small group of employees engaged in diverse functions and tasks.

- Strong language skills; must be capable of communicating effectively and calmly with persons of diverse educational level and with local authorities. Must be able to clearly and accurately describe the nature and location of service problems to employees in other Sections or Department

WORKING CONDITIONS

Environmental Conditions

- Normally, office environment.
- Quwayra town is in a relatively isolated location.
- The position will also entail travel to and from the company's main office in Aqaba at least one or twice a week.

Level of Physical Effort

Minimal.

Irregular Hours Requirements

Minimal.

QUALIFICATIONS

Qualifying Education and Experience

- Diploma in commercial or industrial studies.
- Five years experience in water utility operations, including three years' experience in customer service functions.

SOURCEWORKS SUPERVISOR

PURPOSE

To ensure the regular operation and rapid repair of the utility's water wells, pumping stations, and rural desalination plants.

SUPERVISION

- Receives limited supervision from the Water Department Manager.
- Exercises direct supervision over assigned staff, including:
 - Electrical Technician.
 - Mechanical Technician.
 - Welder.
 - Pipefitter.
 - Laborer.

RESPONSIBILITIES

- Supervise the work of operating crews assigned to the Disi Wellfield, the utility's main source of supply for Aqaba City.
- Advise the Water Department Manager on emergency response planning in the event of interruptions in sourceworks operation.
- Prepare procedures for managing and remedying interruptions in sourcework operation.
- Mobilize and lead Section staff in sourceworks emergency operations.
- Regularly inspect all of the company's sourceworks.
- Detect and report visible faults in SCADA remote telemetry units installation or operation.
- Coordinate with the Maintenance Department Manager in the preparation and implementation of sourceworks maintenance programs, and supervise the implementation of routine maintenance programs.
- As requested, participate in the design (or design review) and construction supervision (or inspection) of capital projects.
- Prepare records and reports on works performance, power usage, and chemicals usage.
- Prepare reports on service interruptions (location, cause, response).
- Suggest improvements in work methods, organization, or procedure.
- Assist in setting goals, strategies, and procedures for the Section's work.
- Assist in preparation and administration of the Section's budget.
- Participate in selecting, training, evaluating, and motivating subordinate personnel.
- Instruct subordinates in the proper use and care of equipment and facilities.

- Participate in preparing specifications for equipment and supplies.
- Requisition materials and supplies.
- Keep records on unit performance and use of time, materials, and equipment.
- Prepare reports and internal memoranda.
- Assist in a variety of Departmental activities as required.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Operations, maintenance, services and activities of water sourcework and treatment operation, maintenance and repair.
- Procedures, methods, practices, materials and equipment commonly used in a water operation, maintenance and repair program, including small desalination facilities.
- Basic principles of hydraulics, biology, chemistry and mathematics as related to water supply systems.
- Modern physical, chemical and bacterial processes involved in water treatment, including filtration, chlorination, and desalination.
- Basic mechanical and electrical systems.
- Occupational hazards and standard safety practices.
- Supervisory Control and Data Acquisition (SCADA) system characteristics and equipment.
- English language.
- Principles of supervision as applied to technical and clerical personnel.
- Principles of planning, budget preparation, and control.
- Principles of supervision as applied to technical and clerical personnel.
- Principles of planning, budget preparation, and control.
- Principles of recordkeeping and report writing.
- Modern office procedures and equipment.
- Relevant laws, codes, and regulations.
- Principles of recordkeeping and report writing.
- Modern office procedures and equipment.
- Relevant laws, codes, and regulations.

Ability to:

- Ensure crew compliance with local rules, laws and regulations.
- Interpret SCADA system monitors, screens, and reports.
- Read and interpret engineering blueprints, specifications and technical manuals.
- Plan, schedule, coordinate and direct, the work of teams and individuals.
- Select, train, develop, and motivate technical and clerical staff.
- Interpret and explain relevant policies and procedures.

- Keep records, prepare routine reports, memoranda, and internal correspondence.
- Establish and maintain effective relationships with those contacted in the course of work.
- Respond courteously to inquiries from the general public regarding work within the job's scope.
- Use work processing and spreadsheet programs, conduct queries in special databases.

WORKING CONDITIONS

Environmental Conditions

- Office, water treatment plant environment.
- Exposure to chemicals, machinery, electrical systems, and computer screens.
- Exposure to heat, rain, and inclement weather.
- The incumbent will be required to spend considerable amounts of work time in remote locations such as Disi and Wadi Araba.

Level of Physical Effort

- Walking, standing, sitting, and crouching for long periods of time.
- Operating motorized vehicles. Moderate lifting may be required occasionally.

Irregular Hours Requirements

The incumbent must be available on call to respond to emergency situations.

QUALIFICATIONS

Qualifying Education and Experience

- Diploma in industrial studies with course work in Mechanical Engineering, Civil Engineering, or Environmental Engineering.
- Six years of increasingly responsible experience in the maintenance, repair, and installation of large and small water wells and pumping stations and small desalination plants.

NETWORKS SUPERVISOR

PURPOSE

Organize and direct the work of technicians and crews in repair and maintenance of the Disi-Aqaba water transmission line and the reservoirs and distribution systems serving Aqaba City and the villages of the Wadi Araba District.

SUPERVISION

- Receives limited supervision from the Water Department Manager.
- Exercises direct supervision over assigned staff, including:
 - Pipefitters.
 - Plumbers.
 - Laborers.

RESPONSIBILITIES

- Supervise the work of staff responsible for the maintenance and repair activities of water distribution systems including water pumping stations, transmission mains, reservoirs, generators, pressure reducing stations, water control stations and distribution system.
- Oversee and supervise the repair of leaks, pipe breaks and bursts, water mains laying and rehabilitation work; report all repair requests and results to the Project Center.
- Provide as-built drawings for all water transmission and water distribution and connections in accordance with the requirements of the Projects Center; respond to Projects Center requests for additional mapping details.
- Conduct periodic night-flow measurements.
- Supervise the use and operation of construction and maintenance equipment.
- May supervise installation and removal of bulk water meters.
- Prepare various reports on operations and maintenance activities.
- Assist as requested in supervision of capital projects.
- Ensure the adherence to Sectional and safety policies and procedures by operation and maintenance personnel; conduct training sessions with employees regarding safety, equipment operations procedures, and related topics.
- Inspect work sites before, during and after completion of work assignments; ensure work is completed in a satisfactory and thorough manner.
- Suggest improvements in work methods, organization, or procedure.
- Assist in setting goals, strategies, and procedures for the Section's work.
- Assist in preparation and administration of the Section's budget.

- Participate in selecting, training, evaluating, and motivating subordinate personnel.
- Instruct subordinates in the proper use and care of equipment and facilities.
- Participate in preparing specifications for equipment and supplies.
- Requisition materials and supplies.
- Keep records on unit performance and use of time, materials, and equipment.
- Prepare reports and internal memoranda.
- Assist in a variety of Departmental activities as required.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Operations, maintenance, and repair requirements of a comprehensive water transmission and distribution system.
- Procedures, methods, practices, materials and equipment commonly used in water transmission and distribution system operation, maintenance and repair.
- Standard principles of hydraulics and mathematics as related to water transmission and distribution systems.
- Basic mechanical and electrical systems.
- Occupational hazards and standard safety practices.
- SCADA-based operations control systems.
- Computerized network maintenance management system (MMS).
- English language.
- Principles of supervision as applied to technical and clerical personnel.
- Principles of planning, budget preparation, and control.
- Principles of recordkeeping and report writing.
- Modern office procedures and equipment.
- Relevant laws, codes, and regulations.

Ability to:

- Ensure crew compliance with local rules, laws and regulations.
- Operate and maintain machinery and equipment related to the maintenance, repair and replacement of water transmission and distribution facilities.
- Read, interpret, and complete MMS forms.
- Read and interpret engineering blueprints, specifications and technical manuals.
- Plan, schedule, coordinate and direct, the work of teams and individuals.
- Select, train, develop, and motivate technical and clerical staff.
- Interpret and explain relevant policies and procedures.

- Keep records, prepare routine reports, memoranda, and internal correspondence.
- Establish and maintain effective relationships with those contacted in the course of work.
- Respond courteously to inquiries from the general public regarding work within the job's scope.
- Use work processing and spreadsheet programs, conduct queries in special databases.

WORKING CONDITIONS

Environmental Conditions

- Office, water treatment plant and water treatment distribution system environment.
- Exposure to traffic, confined spaces, chemicals, machinery, and computer screens.

Level of Physical Effort

- Essential functions may require maintaining physical condition necessary for walking, standing, or sitting for long periods of time.
- Operating motorized vehicles.
- Moderate lifting or loading may be required occasionally.

Irregular Hours Requirement

The incumbent must be available on call to respond to service interruption emergencies.

QUALIFICATIONS

Qualifying Education and Experience:

- Diploma in industrial studies with course work in Mechanical Engineering, Civil Engineering, Chemistry, or Environmental Engineering.
- Six years of increasingly responsible experience in the maintenance, repair, and installation of water transmission and distribution systems including some lead supervisory responsibility.

SEWERS SUPERVISOR

PURPOSE

To supervise repair and maintenance of the company's gravity sewers and all associated activities and functions including the supervision of installation of new sewer connections. To perform a variety of technical tasks relative to assigned area of responsibility.

SUPERVISION

- Receives limited supervision from the Wastewater Department Manager.
- Exercises direct supervision over Sewer Section operation and maintenance personnel, including:
 - Heavy Equipment Operator.
 - Sewer Maintenance Workers.

RESPONSIBILITIES

- Plan, assign, supervise and review the work of staff responsible for the operation, maintenance and repair of wastewater gravity pipelines.
- Approve and oversee the preparation of layouts for new connections.
- Supervise compliance with standards for new connections.
- Provide as-built drawings to the Project Center and respond to requests from Project Center for mapping updates.
- Execute work orders for blockage and line repair and cleaning.
- Supervise regular manhole inspection program.
- Supervise preventive mechanical sewer cleaning program.
- Coordinate maintenance, repair, and construction activities for wastewater gravity pipelines with Department pumping and treatment operations.
- Supervise the operation of line inspection equipment to survey, open, and repair lines; review plans and specifications for location of lines; inspect for high concentration of hazardous gases.
- Supervise the cutting and breaking asphalt and concrete surfaces; and in the pavement of roadways, sidewalks, manholes and related structures.
- Assist in supervision of capital project construction as requested.
- Ensure the adherence to the company's general and safety policies and procedures by personnel; conduct training sessions with employees regarding safety, equipment operations procedures, and related topics.
- Inspect work sites before, during and after completion of work assignments; ensure work is completed in a satisfactory and thorough manner.
- Suggest improvements in work methods, organization, or procedure.
- Assist in setting goals, strategies, and procedures for the Section's work.
- Assist in preparation and administration of the Section's budget.

- Participate in selecting, training, evaluating, and motivating subordinate personnel.
- Instruct subordinates in the proper use and care of equipment and facilities.
- Participate in preparing specifications for equipment and supplies.
- Requisition materials and supplies.
- Keep records on unit performance and use of time, materials, and equipment.
- Prepare reports and internal memoranda.
- Assist in a variety of Departmental activities as required.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Operations, characteristics, services and activities of wastewater treatment and collection system operation, maintenance and repair program.
- Principles of hydraulic design
- Procedures, methods, practices, materials and equipment commonly used in a sewer system maintenance and repair program.
- Occupational hazards and standard safety practices.
- English language.
- Principles of supervision as applied to technical and clerical personnel.
- Principles of planning, budget preparation, and control.
- Principles of recordkeeping and report writing.
- Modern office procedures and equipment.
- Relevant laws, codes, and regulations.

Ability to:

- Design and calculate collection mains, pipe and cross points.
- Organize, direct and implement operation and maintenance schedules.
- Select, supervise, train and evaluate staff.
- Prepare as built drawings and report maintenance and repair results to higher supervisory level.
- Ensure crew compliance with local rules, laws and regulations.
- Read and prepare clear and concise reports.
- Analyze problems, identify alternative solutions, and project consequences of proposed actions and implement recommendations in support of goals.
- Read and interpret engineering blueprints, specifications and technical manuals.
- Plan, schedule, coordinate and direct, the work of teams and individuals.
- Select, train, develop, and motivate technical and clerical staff.
- Interpret and explain relevant policies and procedures.
- Keep records, prepare routine reports, memoranda, and internal correspondence

- Establish and maintain effective relationships with those contacted in the course of work.
- Respond courteously to inquiries from the general public regarding work within the job's scope.
- Use work processing and spreadsheet programs, conduct queries in special databases.

WORKING CONDITIONS

Environmental Conditions

- Office, wastewater treatment and field environment.
- Travel from site to site; exposure to noise, dust, fumes; inclement weather conditions.
- Work around heavy construction equipment; work with computer and office equipment. May require work around noise, dirt, fumes, vibration, heat, cold, dampness, untreated water and wastewater.

Level of Physical Effort

- Essential functions may require maintaining physical condition necessary for standing, walking, or sitting for prolonged periods of time and operating motorized vehicles.
- May require color determination and diagnosing equipment maintenance needs through listening and feeling machine surfaces.
- Exposure to hazardous and infectious materials.

Irregular Hours Requirement

The incumbent will be required to be available on call for response to emergency situations.

QUALIFICATIONS

Qualifying Education and Experience

- Diploma in industrial studies with course work in Civil Engineering, Mechanical Engineering, or Environmental Engineering, or a related field
- Five years of increasingly responsible experience in the operation, maintenance, repair, and installation of wastewater collection systems including two years of lead supervisory responsibility.

CUSTOMER RELATIONS SUPERVISOR

PURPOSE

To ensure that customer requests, complaints, and inquiries are received and routed to the appropriate Section and to follow up remedial action.

SUPERVISION

- Receives limited supervision from the Customer Service Department Manager
- Exercises direct supervision over:
 - Customer Service Representatives.
 - Water Tanker Drivers.

RESPONSIBILITIES

- Manage the work of the company's team of Customer Service Representatives (CSRs), who are responsible for responding to customer inquiries, service requests, complaints, and applications, whether presented by phone or in person.
- Arrange for 24/7 staffing of the Section's call/visitor services.
- Train CSRs in the company's customer service policies and procedures and in the correct routing of service-related complaints.
- Respond to customer inquiries which CSRs are unable to answer.
- Ensure that the visitor's reception area is tidy and orderly and that proper queuing procedures are followed.
- Implement systems for classifying and recording customer requests, complaints, and inquiries and for tracking utility responses.
- Prepare regular periodic reports on customer requests, complaints, and inquiries and utility response time.
- Identify needs for customer awareness raising and education, and characterize the necessary messages and their audiences. Assist the Customer Service Department Manager as requested in developing and implementing communications strategies and programs.
- Supervise the company's trucked water delivery operations.
- Suggest improvements in work methods, organization, or procedure.
- Assist in setting goals, strategies, and procedures for the Section's work.
- Assist in preparation and administration of the Section's budget.
- Participate in selecting, training, evaluating, and motivating subordinate personnel.
- Instruct subordinates in the proper use and care of equipment and facilities.

- Participate in preparing specifications for equipment and supplies.
- Requisition materials and supplies.
- Keep records on unit performance and use of time, materials, and equipment.
- Prepare reports and internal memoranda.
- Assist in a variety of Departmental activities as required.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Water and wastewater utility operations and organization.
- Typical customer complaints and inquiries.
- Standard indicators of customer service and customer satisfaction.
- Standard cash management procedures.
- Computerized network maintenance management system (MMS) operation.
- Accounts receivable and cash management modules of the Company's computerized financial accounting system.
- Principles of supervision as applied to technical and clerical personnel.
- Principles of planning, budget preparation, and control.
- Principles of record keeping and report writing.
- Modern office procedures and equipment.
- Relevant laws, codes, and regulations.

Ability to:

- Excellent language skills; must be able to communicate effectively with customers from a wide range of educational backgrounds.
- Good social skills; must combine patience and tact in relating to customers with effectiveness in obtaining action from other utility Sections in response to customer requests.
- Conduct database queries and print statistical and exception reports in the customer information system (CIS) and the network maintenance management system (MMS).
- Good supervisory skills; must be able to train, mentor, and manage CSRs and water tanker drivers.
- Excellent reasoning/cognitive skills; must be able to interpret, and correctly apply a broad range of the company's customer service policies and procedures.
- Plan, schedule, coordinate and direct, the work of teams and individuals.
- Select, train, develop, and motivate technical and clerical staff.
- Interpret and explain relevant policies and procedures.
- Keep records, prepare routine reports, memoranda, and internal correspondence.

- Establish and maintain effective relationships with those contacted in the course of work.
- Respond courteously to inquiries from the general public regarding work within the job's scope.
- Use work processing and spreadsheet programs, conduct queries in special databases.

WORKING CONDITIONS

Environmental Conditions

Office environment.

Level of Physical Effort

Minimal.

Irregular Hours Requirements

Occasional CSR shift relief.

QUALIFICATIONS

Qualifying Education and Experience

- General secondary school certificate (*tawjihi*).
- Five years experience in customer service in a WAJ utility, including two years' supervisory experience.

BILLING SUPERVISOR

PURPOSE

Under limited supervision, ensures the maintenance and updating of data on water and wastewater service sales and customer accounts, and ensures the generation and delivery of accurate bills.

SUPERVISION

- Receives limited supervision from the Customer Service Department Manager
- Exercises direct supervision over:
 - Billing System Operator.
 - Data Entry Clerks.
 - Meter Readers.
 - Assessment Clerks.
 - Inspection Technician.
 - Customer Files Clerk.

RESPONSIBILITIES

- Plan, organize, direct, and control the work of the Billing Section.
- In consultation with the Customer Service Department Manager, develop meter reading, bill distribution, and bill collection routes which are efficient and maintain the integrity of the company's billing and collection operations.
- Maintain coordination with other Sections of the Customer Service Department in order to ensure that customer profiles and accounts promptly and accurately reflect historical, present, and planned customer status.
- Advise the Billing System Operator on the design, preparation, and quality assurance of statistical and exception reports on connections, consumption, sales, meter condition, billing activities, and accounts receivable.
- Suggest improvements in work methods, organization, or procedure.
- Assist in setting goals, strategies, and procedures for the Section's work.
- Assist in preparation and administration of the Section's budget.
- Participate in selecting, training, evaluating, and motivating subordinate personnel.
- Instruct subordinates in the proper use and care of equipment and facilities.
- Participate in preparing specifications for equipment and supplies.
- Requisition materials and supplies.

- Keep records on unit performance and use of time, materials, and equipment.
- Prepare reports and internal memoranda.
- Assist in a variety of Departmental activities as required.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- MS Office- type applications.
- Project management applications (e.g., MS Project).
- Company's computerized customer information system (CIS).
- Accounts receivable and cash management modules of the Company's computerized financial accounting system.
- Principles of supervision as applied to technical and clerical personnel.
- Principles of planning, budget preparation, and control.
- Principles of record keeping and report writing.
- Modern office procedures and equipment.
- Relevant laws, codes, and regulations.

Ability to:

- Strong supervisory skills; must be able to manage a complex billing operation involving different types of tasks and personnel.
- Good mathematical skills; able to optimize routings and batching.
- Standard cash management procedures.
- Plan, schedule, coordinate and direct, the work of teams and individuals.
- Select, train, develop, and motivate technical and clerical staff.
- Interpret and explain relevant policies and procedures.
- Keep records, prepare routine reports, memoranda, and internal correspondence
- Establish and maintain effective relationships with those contacted in the course of work.
- Respond courteously to inquiries from the general public regarding work within the job's scope.

WORKING CONDITIONS

Environmental Conditions

Office environment.

Level of Physical Effort

Minimal.

Irregular Hours Requirements

Minimal.

QUALIFICATIONS

Qualifying Education and Experience

Diploma in commercial or business studies and five years' experience in successively more responsible positions in a customer billing or sales operation ***or*** Bachelors degree in commercial or business studies with two years' experience in a responsible position in a customer billing or sales operation.

COLLECTION SUPERVISOR

PURPOSE

To achieve collection of the utility's aged receivables, as well as collection of service fees from all large and governmental customers.

SUPERVISION

- Receives limited supervision from Customer Service Department Manager
- Exercises direct supervision over:
 - Special Accounts Clerk
 - Debt Recovery Clerk
 - Objections Caseworker.

RESPONSIBILITIES

- Plan, organize, direct, and control the work of the Collection Section.
- Prepare standards for documentation upon which disconnection decisions are made and legal or administrative resource for aged receivables is sought.
- Propose modifications and additions as required to the company's credit control policies and procedures.
- Supervise drafting of special customer contracts in accordance with Company and Department policy and procedures.
- Maintain coordination with other Sections of the Customer Service Department with respect to:
 - Obtaining up-to-date information on installment payment agreements reached in the Customer Relations Section.
 - Obtaining up-to-date information on accounts receivable and potential disconnection cases from the Billing Section.
 - Issuing and following up disconnection and reconnection work orders to the Connections Section.
 - Ensuring that Billing Section records reflect the current status of connections and any installment payment agreements made through the Collection Section.
- Suggest improvements in work methods, organization, or procedure.
- Assist in setting goals, strategies, and procedures for the Section's work.
- Assist in preparation and administration of the Section's budget.
- Participate in selecting, training, evaluating, and motivating subordinate personnel.
- Instruct subordinates in the proper use and care of equipment and facilities.
- Participate in preparing specifications for equipment and supplies.
- Requisition materials and supplies.

- Keep records on unit performance and use of time, materials, and equipment.
- Prepare reports and internal memoranda.
- Assist in a variety of Departmental activities as required.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- The company's by-laws, billing and collection policies and procedures.
- The company's computerized billing system operations and cycle processes.
- Company cash management procedures.
- Accounts receivable and cash management modules of the Company's computerized financial accounting system.
- Principles of supervision as applied to technical and clerical personnel.
- Principles of planning, budget preparation, and control.
- Principles of recordkeeping and report writing.
- Modern office procedures and equipment.
- Relevant laws, codes, and regulations.

Ability to:

- Plan, schedule, coordinate and direct, the work of teams and individuals.
- Select, train, develop, and motivate technical and clerical staff.
- Interpret and explain relevant policies and procedures.
- Keep records, prepare routine reports, memoranda, and internal correspondence.
- Establish and maintain effective relationships with those contacted in the course of work.
- Respond courteously to inquiries from the general public regarding work within the job's scope.
- Use work processing and spreadsheet programs, conduct queries and prepare reports from special databases.
- Good reasoning skills, must be able to interpret and explain company billing and collection policies and procedures.
- Good mathematical and computer skills; must be able to design and maintain spreadsheets to track payments owed and received under a range of different payment schemes and methods.
- Strong language skills; must be capable of preparing standards for case documentation and evaluating the quality of documentation prepared by subordinate clerks, communicating with attorneys, and preparing draft policies and procedures.
- Good social skills; must be capable of negotiating effective payment plans and arrangements with large/governmental customers.

WORKING CONDITIONS

Environmental Conditions

Office environment.

Level of Physical Effort

Minimal.

Irregular Hours Requirements

Minimal.

QUALIFICATIONS

Qualifying Education and Experience

Diploma in accounting plus five years' experience in a responsible position in a credit control function, *or* Bachelors degree in accounting or law with two years experience in a credit control function.

CONNECTIONS SUPERVISOR

PURPOSE

To implement approved new water connection, disconnection, and reconnection actions, ensure that meters are regularly calibrated and replaced, and implement illegal use control programs.

SUPERVISION

- Receives limited supervision from Customer Service Department Manager
- Exercises direct supervision over:
 - Water Connection Inspectors.
 - Welder.
 - Pipefitter.
 - Plumber.
 - Meter Technician.

RESPONSIBILITIES

- Plan, organize, direct, and control the work of the Connections Section.
- Prepare materials and installation standards for new connections and meters, and prepare daily work schedules for the Section's crews.
- Personally supervise the layout, costing, and installation of large connections.
- Report all new connections to the Billing Section and the Engineering Office GIS.
- Issue instructions to connect, disconnect, and reconnect consumers. Provide the Billing Section with lists of initial readings on new or reconnected subscriptions and final readings on disconnected subscriptions.
- Plan and direct follow-up inspections to ensure that disconnected users have not reconnected themselves.
- Provide assistance to the Billing Section as instructed in inspecting cases of exceptionally high or low meter readings.
- Ensure that meters are installed on all new connections.
- Plan and organize the routine meter replacement program.
- Issue instructions to replace meters reported as not functioning and ensure that these are carried out promptly; manage the meter workshop.
- Submit regular reports on the number of connections and disconnections made, the number of new meters installed and the number of meters replaced both routinely and by request.
- Plan and organize illegal use inspections.
- Suggest improvements in work methods, organization, or procedure.

- Assist in setting goals, strategies, and procedures for the Section's work.
- Assist in preparation and administration of the Section's budget.
- Participate in selecting, training, evaluating, and motivating subordinate personnel.
- Instruct subordinates in the proper use and care of equipment and facilities.
- Participate in preparing specifications for equipment and supplies.
- Requisition materials and supplies.
- Keep records on unit performance and use of time, materials, and equipment.
- Prepare reports and internal memoranda.
- Assist in a variety of Departmental activities as required.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Connection materials, methods, tools, and equipment.
- Meter makes and brands.
- Meter calibration, maintenance, and repair methods and equipment.
- Principles of supervision as applied to technical and clerical personnel.
- Principles of planning, budget preparation, and control.
- Principles of recordkeeping and report writing.
- Modern office procedures and equipment.
- Relevant laws, codes, and regulations.

Ability to:

- Good supervisory skills; must be capable of planning and controlling the work of connections crews.
- Good mathematical skills; must be capable of appraising layouts and bills of quantities for new connections.
- Excellent skills in designing and maintaining records.
- Good computer skills (spreadsheets).
- Plan, schedule, coordinate and direct, the work of teams and individuals.
- Select, train, develop, and motivate technical and clerical staff.
- Interpret and explain relevant policies and procedures.
- Keep records, prepare routine reports, memoranda, and internal correspondence
- Establish and maintain effective relationships with those contacted in the course of work.
- Respond courteously to inquiries from the general public regarding work within the job's scope.
- Use work processing and spreadsheet programs, conduct queries in special databases.

WORKING CONDITIONS

Environmental Conditions

- Normally, office environment.
- Occasionally required to advise field connections team on large or difficult connection works.

Level of Physical Effort

Minimal

Irregular Hours Requirements

Expected to maintain a high and regular level of on-call phone availability to react to findings of illegal use detection teams.

QUALIFICATIONS

Qualifying Education and Experience

Bachelors degree in civil engineering with three years experience in pipeline drawing/ construction supervision work, *or* seven years' experience in connection supervision. Some workshop experience or experience with metering operations is desirable.

ACCOUNTING/MIS SUPERVISOR

PURPOSE

To plan, organize, direct, and control the work of the company's financial management and accounting specialists.

SUPERVISION

- Receives general supervision from the Finance and Administration Manager.
- Exercises supervision over:
 - Financial Accountant.
 - Budget and Cost Accountant.
 - Cashier.
 - Payments and Payroll Clerk.
 - Benefits Clerk.
 - Fixed Assets Registrar.

RESPONSIBILITIES

- Draft policies for:
 - Definition of fixed assets.
 - Depreciation of assets.
 - Disposition and write-off of unneeded, obsolete, or worn-out assets.
 - Estimation of project costs.
 - Budget preparation, control, and amendments.
 - Level of expenditure authority.
 - Order and timing in which creditors are paid.
 - Maintenance of minimum balances.
 - Use of petty cash.
 - Other accounting and financial management areas as required.
- Draft and ensure implementation of procedures for approved accounting and financial management policies.
- Review and finalize all financial statements and management reports; manage the computerized financial management system.
- Print payroll.
- Print payment clerks.
- Print various transaction reports on request.
- Make recommendations to the Finance and Administration Manager on way to improve the integration of budgeting and accounting functions with company activities.

- Makes recommendations to the Finance and Administration Manager on improvements to the company's computerized financial management system.
- Prepare draft responses to auditor's comments.
- Allocate clerical staff in response to workload.
- Suggest improvements in work methods, organization, or procedure.
- Assist in setting goals, strategies, and procedures for the Section's work.
- Assist in preparation and administration of the Section's budget.
- Participate in selecting, training, evaluating, and motivating subordinate personnel.
- Instruct subordinates in the proper use and care of equipment and facilities.
- Participate in preparing specifications for equipment and supplies.
- Requisition materials and supplies.
- Keep records on unit performance and use of time, materials, and equipment.
- Prepare reports and internal memoranda.
- Assist in a variety of Departmental activities as required.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- International accounting standards.
- Principles, methods, procedures, and techniques of financial accounting, cost accounting, performance-based budgeting, cash management, debt management, and auditing.
- Standard computerized financial management software packages.
- All modules of the Company's computerized financial accounting system.
- Water/wastewater utility operations and finance.
- Principles of supervision as applied to technical and clerical personnel.
- Principles of planning, budget preparation, and control.
- Principles of record keeping and report writing.
- Modern office procedures and equipment.
- Relevant laws, codes, and regulations.

Ability to:

- Manage a computerized financial management system.
- Supervise the work of specialists involved in a number of diverse tasks.
- Maintain a high level of concentration in review work.
- Plan, schedule, coordinate and direct, the work of teams and individuals.
- Select, train, develop, and motivate technical and clerical staff.
- Interpret and explain relevant policies and procedures.
- Keep records, prepare reports, memoranda, and internal correspondence.

- Establish and maintain effective relationships with those contacted in the course of work.
- Use work processing and spreadsheet programs, conduct queries in special databases, prepare statistical tables and graphs.

WORKING CONDITIONS

Environmental Conditions

Office environment.

Level of Physical Effort

Minimal.

Irregular Hours Requirements

Minimal.

QUALIFICATIONS

Qualifying Education and Experience

- Bachelors degree in Accounting.
- Seven years' experience in a responsible position in accounting management or auditing in a registered company.
- Three years' experience managing a computerized financial management system.
- Two years experience in accounting or auditing in the public or private water/wastewater industry.

PURCHASING AND STORES SUPERVISOR

PURPOSE

Timely procurement, at optimum costs and with regard to quality and quantity specifications, of capital expenditure items and O&M materials, supplies and services.

SUPERVISION

- Receives limited supervision from Finance and Administration Manager
- Exercises direct supervision over:
 - Contracting Specialist
 - Stores Controller.

RESPONSIBILITIES

- Acquaint himself/herself thoroughly with the materials and service needs of the company.
- Coordinate purchase and procurement of materials and services in compliance with the company's tendering and order planning procedures from duly authorized purchase requisitions at optimum cost and to documented specification. Request supplementary specifications where needed.
- Maintain, re-evaluate and expand reliable sources of supply and secondary sources as back-up.
- Work with department heads to establish appropriate minimum, maximum, and re-order levels for inventory items.
- Ensure that engineers, supervisors, and storekeepers are knowledgeable of the company's inventory requisition procedures.
- Review purchasing requirements with the departments heads and ensure that the supplies and services required are obtained at the optimum costs.
- Draft policies and procedures on tendering methods, use of bulk procurements, and open and emergency purchase order systems for review by the Finance and Administration Manager.
- Notify the Finance and Administration Manager of funding requirements for overseas purchases.
- Monitor all available information sources on market trends that may have an effect on prices or lead times; makes recommendations for action to the Finance and Administration Manager.
- Implement and maintain effective preventive and expediting procedures to ensure deliveries are on time and takes corrective action on delayed items.
- Keep informed of new materials and techniques and communicate these to concerned Departments or Sections.

- Assist Department managers in identification of unused, unusable, or excess inventory and coordinate excess inventory disposal with the Accounting Section.
- Suggest improvements in work methods, organization, or procedure.
- Assist in setting goals, strategies, and procedures for the Section's work.
- Assist in preparation and administration of the Section's budget.
- Participate in selecting, training, evaluating, and motivating subordinate personnel.
- Instruct subordinates in the proper use and care of equipment and facilities.
- Participate in preparing specifications for equipment and supplies.
- Keep records on unit performance and use of time, materials, and equipment.
- Prepare reports and internal memoranda.
- Assist in a variety of Departmental activities as required.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Types of supplies and spare parts used in water and wastewater utility operations.
- Modern purchasing techniques and inventory control methods.
- Water/wastewater system supply sources.
- Jordanian tendering law.
- Knowledge of overseas credit facilities is an advantage.
- Principles of supervision as applied to technical and clerical personnel.
- Principles of planning, budget preparation, and control.
- Principles of record keeping and report writing.
- Modern office procedures and equipment.
- Purchasing, inventory, budgeting, asset, and general ledger modules of the Company's financial accounting system.
- Relevant laws, codes, and regulations.

Ability to:

- Strong language skills, able to elicit meaningful and comprehensive specifications of materials and service requirements from staff and formulate clear technical specifications. Able to develop and explain policies and procedures.
- Plan, schedule, coordinate and direct, the work of teams and individuals.
- Select, train, develop, and motivate technical and clerical staff.
- Interpret and explain relevant policies and procedures.
- Keep records, prepare routine reports, memoranda, and internal correspondence.

- Establish and maintain effective relationships with those contacted in the course of work.
- Respond courteously to inquiries from the general public regarding work within the job's scope.
- Use work processing and spreadsheet programs, conduct queries in special databases.

WORKING CONDITIONS

Environmental Conditions

Office environment.

Level of Physical Effort

Minimal.

Irregular Hours Requirements

Minimal.

QUALIFICATIONS

Qualifying Education and Experience

- Diploma in business or industrial studies.
- Seven years general administrative experience, with at least three years in a responsible position in the purchasing function of a governmental organization or private company, and two or three years supervisory experience.

OFFICE SERVICES SUPERVISOR

PURPOSE

To manage the company's office staff, equipment, materials, and services, including building and grounds maintenance, mail distribution, the switchboard, and unassigned vehicles, secretaries, and office boys; also responsible for implementation of security policies.

SUPERVISION

- Receives limited supervision from the Finance and Administration Manager.
- Exercises direct supervision over designated:
 - Laborers
 - Drivers
 - Office boys
 - Typists.

RESPONSIBILITIES

- Assist managers in estimating their needs for office supplies and equipment; procure equipment and allocate office supplies.
- Assign and supervise staff to company buildings and grounds maintenance, or supervise the work of maintenance contractors.
- Draft Company security policies and procedures; oversee and monitor implementation, prepare reports on security incidents.
- Allocate staff from secretarial, driver, and office boy pools to Sections on a temporary basis as needed.
- Manage the sorting and distribution of incoming mail; arrange posting of outgoing mail.
- Make travel, hotel, and other logistical arrangements for work-related travel by employees or for visits by company guests.
- Manage switchboard operations; advise the Finance and Administration Manager on needs and options for improvements in the company's voice communications systems.
- Manage photocopy and print shop operations.
- Suggest improvements in work methods, organization, or procedure.
- Assist in setting goals, strategies, and procedures for the Section's work.
- Assist in preparation and administration of the Section's budget.
- Participate in selecting, training, evaluating, and motivating subordinate personnel.
- Instruct subordinates in the proper use and care of equipment and facilities.
- Participate in preparing specifications for equipment and supplies.

- Requisition materials and supplies.
- Keep records on unit performance and use of time, materials, and equipment.
- Prepare reports and internal memoranda.
- Assist in a variety of Departmental activities as required.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Standard office equipment and procedures.
- Office, plant, store, and vehicle security policies and procedures.
- Company organization structure and Sectional workloads.
- Occupational hazards and safety procedures related to the work of subordinate staff.
- Principles of supervision as applied to technical and clerical personnel.
- Principles of planning, budget preparation, and control.
- Principles of recordkeeping and report writing.
- Modern office procedures and equipment.
- Relevant laws, codes, and regulations.

Ability to:

- Excellent social skills; able to maintain poise and tact in situations requiring allocation of office resources among competing priorities.
- Excellent supervisory skills, able to effectively instruct and manage diverse staff of different types and sometimes little education.
- Strong powers of concentration; able to attend to a large number of different but often simultaneous tasks and details.
- Plan, schedule, coordinate and direct, the work of teams and individuals.
- Select, train, develop, and motivate technical and clerical staff.
- Draft, apply, and explain relevant policies and procedures.
- Keep records, prepare reports, memoranda, and internal correspondence.
- Establish and maintain effective relationships with those contacted in the course of work.
- Respond courteously to inquiries from the general public regarding work within the job's scope.
- Use work processing and spreadsheet programs.

WORKING CONDITIONS

Environmental Conditions

Office environment.

Level of Physical Effort

Minimal.

Irregular Hours Requirements
Minimal.

QUALIFICATIONS

Qualifying Education and Experience

- Five years' experience in office management or administration in an organization with 200 or more employees.
- General secondary school certificate (*tawjihi*) **or** Diploma in commercial/business administration studies.

INFORMATION SYSTEMS SPECIALIST

PURPOSE

To plan and manage the acquisition, installation, maintenance, and operation of the utility's computer information technology.

SUPERVISION

Receives general supervision from the General Manager.

RESPONSIBILITIES

- Investigate, analyze, and resolve hardware and associated software and communications problems on utility computer systems; perform complex hardware repairs and maintenance on a range of computers and peripherals.
- Provide advanced hardware technical assistance and support.
- Troubleshoot system hardware, software, and communication failures and conflicts.
- Evaluate existing computer systems hardware, perform system upgrades; customize and test computer systems, and resolve configuration conflicts and errors.
- Research, analyze, and recommend appropriate computer hardware for customized computer configurations.
- Install, integrate, and configure computer systems and hardware.
- Develop information services and network policies, operational procedures and guidelines.
- Develop long range IT plan including consideration of hardware and software, human resources, facilities, etc.
- Develop capital and O&M budgets for the utility's information technology.
- Prepare TORs and specifications for hardware supply, installation and service contracts.
- Serve as a technical resource to Sections regarding network and information technology.
- Prepare conceptual and detailed program designs, monitor implementation of special programs.
- Prepare research designs and data collection/analysis procedures for surveys, special studies, or detailed reports.
- Prepare technical reports or studies organizing data in narrative, tabular, and graph forms.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Operational characteristics and maintenance requirements of a range of computers, servers, printers, digitizers, and other types of IT hardware.
- GIS and SCADA systems.
- Principles of information system configuration and network administration.
- Principles of budget preparation and control.

Ability to:

- Procure and manage IT supply, installation, maintenance, and servicing contractors.
- Troubleshoot and effectively diagnose operating problems and configuration conflicts and errors.
- Apply mathematical and engineering concepts to practical situations.
- Define problems, collect data, establish facts, and draw valid conclusions.
- Interpret a variety of technical instructions and deal with several abstract and concrete variables.
- Read, analyze, and interpret professional journals and technical procedures.
- Design and prepare technical reports and guidelines, policies, procedural manuals, terms of reference, memoranda, and official correspondence.
- Communicate the essential proposes, methods, and results of work to non-specialists.
- Run specialized computer applications.

WORKING CONDITIONS

Environmental Conditions

Office environment

Level of Physical Effort

Minimal

Irregular Hours Requirements

Minimal. Occasional downtime troubleshooting and maintenance.

QUALIFICATIONS

Qualifying Education and Experience

Bachelors degree in computer engineering or computer science, with five years' in increasingly responsible work in information technology procurement, maintenance, and troubleshooting, including at least two years experience as a network administrator.

DATABASE ADMINISTRATOR

PURPOSE

To track, maintain, and upgrade all company databases to enhance operational efficiency and expand analytical capacity.

SUPERVISION

Receives limited supervision from the General Manager.

RESPONSIBILITIES

- Assess user needs for database customization and/or exchange of data between databases.
- Undertake development work on databases: help with application development, design and create database objects, migrate from test to production, and implement batch schedules.
- Develop database structures and default data modification tools.
- Develop customized report structures and reporting routines.
- Perform or supervise all structural changes to databases.
- Review all data models for technical accuracy; enforce modeling and naming standards.
- Monitor database performance.
- Install and maintain software used for supporting and monitoring databases.
- Develop, maintain, and test back-up and recovery plans.
- Develop data security policies and procedures, train system users, and monitor compliance.
- Administer the data server: monitor disk space and the database log, back data up, and protect the integrity of the data.
- Prepare research designs and data collection/analysis procedures for surveys, special studies, or detailed reports.
- Prepare technical reports or studies organizing data in narrative, tabular, and graph forms.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Standard query language (SQL) programming.
- Relational databases.
- COBOL and Oracle-based environments.
- Logical modeling; software design, development, and documentation.
- Data loads, installation, back-up, recovery, and performance tuning.

- Data migration, capacity planning, and warehousing.
- English language.

Ability to:

- Work closely with engineering, commercial, and financial specialists to understand their data collection, processing, and analysis needs and constraints.
- Translate user functional and analytic requirements into code.
- Prepare software/database development or maintenance contract TORs and specifications; monitor progress of work.
- Work with developers in database interfacing and query tuning.
- Train system operators and users.
- Define problems, collect data, establish facts, and draw valid conclusions.
- Interpret a variety of technical instructions and deal with several abstract and concrete variables.
- Read, analyze, and interpret professional journals, technical procedures, or governmental regulations.
- Design and prepare technical reports and guidelines, policies, procedural manuals, terms of reference, memoranda and official correspondence.
- Communicate the essential proposes, methods, and results of work to non-specialists.
- Run specialized computer applications.

WORKING CONDITIONS

Environmental Conditions

Office environment.

Level of Physical Effort

Minimal.

Irregular Hours Requirements

Occasional off-hours troubleshooting and maintenance.

QUALIFICATIONS

Qualifying Education and Experience

Bachelors degree in Computer Science, computer engineering, or management information system plus three years programming experience, *or* Bachelors degree in engineering or science with seven years' programming experience including three years as a database administrator or analyst.

PROJECTS INSPECTOR

PURPOSE

Under limited supervision and sometimes in consultation with the company's Department managers and Section supervisors, follow up the progress and quality of the company's capital improvement and rehabilitation projects. In addition, assist the Engineering and Projects Specialist in the preparation of specifications, engineering reports, drawings, and terms of reference for design and construction services.

SUPERVISION

Receives direct supervision from Engineering and Projects Supervisor.

RESPONSIBILITIES

- Assist the Engineering and Projects Supervisor in supervision of rehabilitation and capital improvement projects.
- Assist the Engineering and Projects Supervisor in the assessment of needs for extension and rehabilitation works and in the preparation of term of reference for engineering design and construction management services.
- Assist in the preparation of preliminary engineering designs, drawings, technical specifications, costs, quantity estimates and other contract documents for assigned projects including utilizing a variety of computer software programs; perform detailed calculations and computations on engineering projects; prepare and/or review the adequacy and accuracy of computations, preliminary layouts and design work from field and survey data.
- Assess needs for changes to approved plans and specifications.
- Assist in processing a variety of permits.
- Provide assistance to construction operators in the interpretation of plans and resolution of problems during construction; review as-built plans to ensure compliance with original plans and specifications.
- Provide supervision and quality control over the work of pipeline installation and replacement engineering design and construction supervision contracts.
- Ensure provision of adequate and accurate as-built drawings by construction operators.
- Participate in construction field activities including evaluation, sampling and testing existing surfaces including asphalt and soil; mark and layout field work locations.
- Report daily to the Engineering and Projects Specialist on progress on assigned projects.
- Participate in the training of engineering staff and Departmental managers.

- Prepare technical reports or studies organizing data in narrative, tabular, and graph forms.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Principles and practices of water and wastewater engineering.
- Terminology, methods, practices, and techniques used in technical engineering report preparation.
- Materials, tools, and equipment used in engineering projects.
- Principles of mathematics as applied to engineering work.
- Modern office procedures, methods, and computer equipment.
- Recent developments, current literature, and sources of information regarding water and wastewater engineering.
- Local and Jordanian laws, codes, and regulations including civil engineering laws and regulations.
- Computerized utility engineering design and hydraulic analysis programs.
- English language.

Ability to:

- Prepare and review engineering plans, designs, and specifications.
- Supervise water and wastewater engineering activities for assigned projects.
- Prepare and maintain technical civil engineering records.
- Operate computer-based engineering systems.
- Participate in professional journey-level engineering activities for assigned projects.
- Establish and maintain cooperative working relationships with those contacted in the course of work.
- Apply mathematical and engineering concepts to practical situations.
- Define problems, collect data, establish facts, and draw valid conclusions.
- Interpret a variety of technical instructions and deal with several abstract and concrete variables.
- Read, analyze, and interpret professional journals, technical procedures, or governmental regulations.
- Design and prepare technical reports and guidelines, memoranda, terms of reference, and official correspondence.
- Run specialized computer applications.

WORKING CONDITIONS

Environmental Conditions

- Office Environment.
- Water treatment plant and water treatment distribution system environment.

- Exposure to traffic, confined spaces, chemicals, machinery, and computer screens.

Level of Physical Effort

- Essential functions may require maintaining physical condition necessary for walking, standing, or sitting for long periods of time.
- Operating motorized vehicles.

Irregular Hours Requirements

Occasional night-time work if project construction work inspection requires it.

QUALIFICATIONS**Qualifying Education and Experience**

- Bachelors degree from an accredited college or university with major course work in civil engineering, mechanical engineering or related field. Coursework in sanitary engineering.
- Three years of increasingly responsible experience of professional projects engineering in the water and wastewater systems including two years of administrative and supervisory responsibility.

GIS SPECIALIST

PURPOSE

To provide several parts of the company with information and analysis on design and performance of the water distribution and wastewater collection systems for planning and control purposes.

SUPERVISION

- Receives limited supervision from the Engineering and Projects Supervisor.
- Exercises direct supervision over:
 - GIS Technician.
 - Mapping Technician.
 - Leak Detection Technician.

RESPONSIBILITIES

- Direct the operation and expansion of the utility's geographical information system (GIS), which provides spatial and content information on the water distribution and wastewater collection networks.
- Plan and direct the work of the Mapping Technician in editing GIS data to reflect expansion or modification in the networks or add detail on current maps and overlays.
- Plan and direct the work of the GIS Technician in preparing and issuing reports, maps, and work orders.
- Assess database and system development requirements for additional overlays, such as information on consumption by distribution zone, flows by collection zone, and pressures throughout the system, and coordinate GIS development with company computer specialists.
- Plan and direct systematic leak detection and manhole detection surveys.
- Prepare analytical reports for the Engineering and Projects Supervisor and the Technical Manager on the hydraulic and structural condition of the networks.
- Advise on control zones and flow monitoring requirements.
- Analyze losses and unaccounted-for water within the system.
- Prepare specifications for bulk meter purchase and installation.
- Conduct (or supervise the conduct of) hydraulic analyses to identify flows in pressure; performs simulations to demonstrate the effect of planned projects on pressures and supplies throughout the system.
- Participate in the planning and design of network rehabilitation, extension, and upgrading projects.
- Prepare conceptual and detailed program designs, prepare and maintain special databases, monitor implementation of special programs.

- Prepare research designs and data collection/analysis procedures for surveys, special studies, or detailed reports.
- Prepare technical reports or studies organizing data in narrative, tabular, and graph forms.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Planning, engineering design, construction standards, materials, and maintenance of distribution and collection systems.
- Principles and techniques of hydraulic analysis.
- Engineering mathematics.
- GIS programming and operating systems.
- Computer-based engineering design and hydraulic analysis applications.
- Familiarity with SCADA type operations control systems.
- Ultrasound and other leak detection and metal detection equipment
- English language.

Ability to:

- Manage all aspects of GIS operation.
- Define requirements for development of new system overlays.
- Develop and enforce standards for as-built drawings of pipelines.
- Apply mathematical and engineering concepts to practical situations.
- Define problems, collect data, establish facts, and draw valid conclusions.
- Interpret a variety of technical instructions and deal with several abstract and concrete variables.
- Read, analyze, and interpret professional journals, technical procedures, or governmental regulations.
- Design and prepare technical reports and guidelines, policies, procedural manuals, terms of reference, and official correspondence.
- Communicate the essential proposes, methods, and results of work to non-specialists.
- Run specialized computer applications.

WORKING CONDITIONS

Environmental Conditions

Normally, office environment

Level of Physical Effort

Minimal

Irregular Hours Requirements

Minimal, may occasionally need to respond to service interruption emergencies.

QUALIFICATIONS

Qualifying Education and Experience

- Bachelors degree in civil engineering with coursework in hydraulic engineering, hydraulic analysis or fluid mechanics, and computer-assisted design.
- Three years professional experience in water and sewer system planning and engineering design.
- At least one year's experience in GIS management.

CHEMIST

PURPOSE

To manage the water quality monitoring and control programs of the Aqaba water supply, wastewater management, and effluent distribution utility, including the development and implementation of sampling and testing programs, the provision of professional guidance on effluent reuse and disposal, and the investigation and mitigation of sources of water source pollution. Manage regulatory compliance elements of the utility's wastewater reuse program. May perform a variety of technical tasks relative to assigned area of responsibility.

SUPERVISION

- Receives general supervision from the General Manager.
- Exercises direct supervision over
 - Laboratory Technicians
 - Laboratory Assistants
 - Driver
- Exercises limited supervision over the Industrial Waste Specialist.

RESPONSIBILITIES

- Plan, organize, direct, and control the work of the Water Quality Center.
- Assemble and maintain an up-to-date collection of international, national and local water quality standards applicable to raw water sources, drinking water supply, wastewater treatment and disposal, reuse and industrial wastewater discharge permitting.
- Plan, prioritize, assign, supervise and review the work of staff responsible for performing chemical, biological, and bacteriological analysis of drinking water, wastewater, reclaimed water, biosolid waste, soils, industrial waste samples, volatile organic compounds and total organic carbon.
- Define the frequencies for sampling of various water and wastewater facilities and sources, the required analytical parameters and methods and the sample points.
- Establish schedules and methods for collecting samples; coordinate with local authorities as needed; establish analytical procedures and determine priorities.
- Oversee installation of automatic samplers and flow measurement equipment; ensure adherence to safe work practices.
- Direct special investigations in drinking water, wastewater, reclaimed water, biosolids waste, soils, industrial pretreatment waste and process control; recommend changes as appropriate.
- Seek the approval of the General Manager for by-laws regarding industrial sewer connections and wastewater reuse and assist the General Manager in convincing concerned regulatory authorities of the need for such by-laws.

- Prepare specifications for equipment and supplies as needed.
- Recommend outside laboratory service support; coordinate services and oversee contract agreements.
- Prepare, organize, and complete monthly, quarterly, and annual reports on drinking water, wastewater discharge, reuse, and biosolid applications; ensure compliance with established regulations.
- Prepare plans and budgets for the water quality monitoring programs, including the preparation of TORs for sampling and analysis programs to be contracted out.
- Report instance of substandard water quality to the General Manager, and conduct follow-up investigations as required.
- Investigate sources of contamination or pollution of local water sources, and recommend remedies to the General Manager.
- Advise the Wastewater Department on the zoning and allocation of reuse water supply and effluent disposal.
- Consult with Wastewater Treatment Engineer about possibilities for improvement in treatment process.
- Advise the General Manager and, as instructed, local authorities on public health requirements regarding public access to reuse and disposal sites.
- Participate in regulatory agency studies or technical consultant evaluations of existing chemical and bacteriological analysis methods.
- Participate in the selection of laboratory staff; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures.
- Participate in the preparation and administration of the Water Quality Center budget; submit budget recommendations; monitor expenditures.
- Ensure the adherence to safe work practices and procedures.
- Estimate time, materials, and equipment required for jobs assigned; requisition materials as required.
- Prepare conceptual and detailed program designs, prepare and maintain special databases, monitor implementation of special programs.
- Prepare research designs and data collection/analysis procedures for surveys, special studies, or detailed reports.
- Prepare technical reports or studies organizing data in narrative, tabular, and graph forms.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Operations, services and activities of a water and wastewater treatment laboratory testing program.
- Laboratory procedures, techniques, and equipment relating to water and wastewater analysis.

- Techniques of examination and identification of organisms and microorganisms of clean water, polluted water and estuarine water.
- Basic principles of design and operation of irrigation systems using treated wastewater.
- Methods and techniques of wastewater pretreatment, biosolid land application, and wastewater reuse.
- Methods and techniques of handling hazardous materials.
- Advanced principles of chemistry, bacteriology, biology, and physics.
- Chemical, biological, bacteriological and physical characteristics of drinking water, wastewater, biosolids, and soils.
- Qualitative and quantitative analysis, organic and inorganic physical chemistry.
- Relevant local, national, and international laws, codes and regulations.
- Occupational hazards and standard safety practices.
- Techniques of budget preparation and control.
- Principles of supervision and training.
- Recent developments, current literature and information related to water reclamation.
- English language.

Ability to:

- Supervise, organize, and review the work of specialist and technical staff.
- Initiate and conduct complex research projects.
- Analyze, interpret, and apply the results of laboratory testing.
- Plan, direct and coordinate the activities of a technical laboratory.
- Conduct chemical, biological, and physical analysis of environmental samples.
- Interpret and apply pertinent local laws, codes and regulations.
- Enforce necessary regulations with firmness and tact.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Interpret a variety of technical instructions and deal with several abstract and concrete variables.
- Read, analyze, and interpret professional journals, technical procedures, or governmental regulations.
- Design and prepare technical reports and guidelines, policies, procedural manuals, terms of reference, official correspondence, briefing papers, and memoranda.
- Communicate information and respond to inquiries, requests, or complaints from public authorities or members of the business community.
- Communicate the essential proposes, methods, and results of work to non-specialists.
- Run specialized computer applications; design and manage a water quality monitoring and analysis database.

WORKING CONDITIONS

Environmental Conditions

- Laboratory environment
- Exposure to hazardous chemicals, infectious waste, and computer screens.
- Exposure to untreated and treated wastewater and reclaimed water.

Level of Physical Effort

- Walking, standing, or sitting for long periods of time.
- Operating motorized vehicles.

Irregular Hours Requirements

Minimal.

QUALIFICATIONS

Qualifying Education and Experience:

- Bachelors degree with major course work in biology, chemistry, bacteriology, sanitary engineering, chemical engineering, public health engineering or a related field.
- Five years of experience conducting a variety of tests in a chemical or biological laboratory, including two years of supervisory responsibility.

INDUSTRIAL WASTE SPECIALIST

PURPOSE

To ensure the protection of the company's wastewater collection and treatment systems from exposure to "categorical pollutants", i.e., substances in untreated wastewater which have the potential to damage the sewer fabric or reduce the effectiveness of biological wastewater treatment processes.

SUPERVISION

- Receives limited supervision from the Chemist.
- Exercises direct supervision over assigned technical staff, including:
 - Laboratory Technician.
 - Laboratory Assistants.

RESPONSIBILITIES

- Compile and review Jordanian and ASEZA laws and regulations regarding the discharge of industrial wastewater to public sewers, and assess these regulations from the standpoint of their adequacy in protecting the company's wastewater system assets and performance.
- Develop, as necessary, additional regulations, requirements, or procedures for incorporation into company by-laws and permits for sewer connection by industries and business which potentially discharge categorical pollutants, and assist the Chemist as required in convincing concerned regulatory authorities of the need for such by-laws.
- Design and conduct (or oversee conduct of) a survey of all industrial facilities in Aqaba city with a view to identifying facilities likely to use or generate categorical pollutants, and rank the facilities in terms of the magnitude of the threats posed by their discharge of untreated industrial wastewater to company sewers.
- Develop an annual industrial wastewater sampling and testing plan, identify the facilities to be monitored, the parameters to be analyzed for, and the sampling points and frequencies.
- Conduct (or commission and supervise the conduct of) annual facility inspections, sampling, and testing programs.
- Identify cases of violation with the company's industrial wastewater permit conditions, request concerned users to submit plans for compliance, and review compliance plans. Advise the Chemist on recommended action (denial of connection, disconnection, or compliance monitoring).
- Research and compile information on industrial wastewater pretreatment and source reduction methods and technologies.
- Monitor compliance by concerned users.
- Prepare documentation pursuant to recommendations for disconnection.

- Assist in the preparation of estimates of damages caused by user violations of the company's industrial wastewater permit conditions.
- Advise on appropriate approaches to recovering the company's permitting and compliance monitoring costs.
- Prepare draft budget for the company's industrial wastewater permitting and compliance monitoring activities.
- Train company employees in the proper and safe collection, handling, analysis, and reporting of industrial wastewater.
- Prepare draft correspondence with concerned users for review by the Chemist.
- Prepare conceptual and detailed program designs, prepare and maintain special databases, monitor implementation of special programs.
- Prepare research designs and data collection/analysis procedures for surveys, special studies, or detailed reports.
- Prepare technical reports or studies organizing data in narrative, tabular, and graph forms.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Standard industry classifications, materials and chemical reactions occurring in typical industrial processes.
- The types of categorical pollutants and the types of industry and industrial process in which they are used or generated.
- Methods for sampling and analysis of industrial wastewater.
- Laboratory procedures, techniques, and equipment relating to water and wastewater analysis.
- Types of industrial pretreatment technology, and methods of source reduction.
- Methods and techniques of wastewater pretreatment facility inspection.
- Methods and techniques of handling hazardous wastes.
- Advanced principles of chemistry, bacteriology, biology, and physics.
- Chemical, biological, bacteriological and physical characteristics of drinking water, wastewater, biosolids, and soils.
- Qualitative and quantitative analysis, organic and inorganic physical chemistry.
- Relevant local, national, and international laws, codes and regulations.
- Occupational hazards and standard safety practices.
- Principles and practices of program development and implementation.
- Principles and practices of research, analysis, and report preparation.
- Recent developments, current literature and information related to industrial wastewater pollution prevention and control.
- English language

Ability to:

- Explain the company's permit and inspection procedures to local establishments and authorities.
- Supervise and train lab technicians and assistants.
- Initiate and conduct complex research projects.
- Analyze, interpret, and apply the results of laboratory testing.
- Gather, compile, analyze, and make recommendations on data.
- Conduct chemical, biological, and physical analysis of environmental samples.
- Enforce necessary regulations with firmness and tact.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Apply mathematical, engineering, accounting, or financial concepts to practical situations.
- Define problems, collect data, establish facts, and draw valid conclusions.
- Interpret technical instructions and deal with abstract and concrete variables.
- Read, analyze, and interpret professional journals, technical procedures, or governmental regulations.
- Design and prepare technical reports and guidelines, policies, procedural manuals, terms of reference, and official correspondence.
- Communicate information and respond to inquiries, requests, or complaints from public authorities or members of the business community.
- Communicate the essential proposes, methods, and results of work to non-specialists.
- Run specialized computer applications.

WORKING CONDITIONS**Environmental Conditions**

- Office Environment.
- Water treatment plant and water treatment distribution system environment.
- Exposure to hazardous chemicals, infectious waste, and computer screens.
- Exposure to untreated and treated wastewater.

Level of Physical Effort

Walking, standing, or sitting for long periods of time; operating motorized vehicles.

Irregular Hours Requirements

Minimal.

QUALIFICATIONS

Qualifying Education and Experience

- Bachelors degree in chemistry, chemical engineering, or sanitary engineering, with coursework in environmental chemistry and analytical chemistry.
- Three years' experience in a responsible position in industrial environmental auditing, enforcement, or compliance, in an operational or consulting capacity.
- Laboratory experience highly desirable as well as affiliation with industry syndicate or business association desirable.

WASTEWATER TREATMENT ENGINEER

PURPOSE

To ensure that the company's wastewater treatment plant produces a regular flow of effluent treated to relevant local and Jordanian standards and sustainable for designated reuse purposes.

SUPERVISION

- Receives general supervision from the Wastewater Department Manager.
- Exercises technical supervision over Wastewater Treatment Plant operation and maintenance personnel.

RESPONSIBILITIES

- Develop and ensure implementation of operating procedures to maximize the effectiveness and efficiency of wastewater treatment process. Train the Wastewater System Operators and supervise their work on treatment processes.
- Continuously review treatment processes and lab results, and identify shortcomings and possible improvements.
- Alert the Wastewater Department Manager immediately in the event of effluent discharge of quality below that required for designated reuse purposes, and prepare incident report.
- Alert the Wastewater Department Manager in the event of a treatment bypass, and prepare incident report.
- Work with the Wastewater Department Manager and the Projects Center to develop methods and procedures for optimizing the operation of the collection system to regularize the flow of sewage to the plant.
- Work with the Maintenance Department Manager to review preventive maintenance plans and programs and to coordinate their implementation with plant operations.
- Work with the Projects Center to plan and design plant rehabilitation and improvement projects; assist the Projects Center as required in supervision of projects.
- Participate in the development of goals, objectives, policies, and priorities for wastewater treatment facility operation and maintenance; identify resource needs.
- Prepare the draft operations budget for the wastewater treatment plant.
- Prepare specifications and bills of quantities for treatment materials and supplies.
- Select, train, motivate and evaluate wastewater treatment operation and maintenance personnel; provide or coordinate staff training; correct deficiencies; implement discipline and termination procedures.

- Assist in a variety of Department operations; perform special projects and assignments as requested.
- Supervise the maintenance of time, material and equipment use records; requisition supplies and material.
- Ensure the adherence to safe work practices by operation and maintenance personnel.
- Prepare conceptual and detailed program designs, prepare and maintain special databases, monitor implementation of special programs.
- Prepare research designs and data collection/analysis procedures for surveys, special studies, or detailed reports.
- Prepare technical reports or studies organizing data in narrative, tabular, and graph forms.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Operational characteristics, services and activities of comprehensive wastewater treatment and water reclamation programs.
- Advanced knowledge of the principles of biology, chemistry, hydraulics, physics and mathematics as applied to wastewater treatment and reuse.
- Different types of chemical and biological processes as applied to water treatment.
- Basic mechanical and electrical systems.
- Materials, methods, practices and equipment used in wastewater systems maintenance and repair activities.
- Wastewater sampling and testing procedures.
- Occupational hazards and standard safety precautions necessary in the work.
- Principles of modern supervision and management as applied to wastewater systems personnel and activities.
- Principles and procedures of record keeping and reporting.
- Relevant local and Jordanian laws, codes and regulations.
- SCADA-based operations control systems, computerized process control programs.
- English language.

Ability to:

- Train, supervise, and evaluate staff.
- Work with a variety of chemicals in wastewater treatment activities.
- Read meters and gauges correctly to act quickly and competently.
- Understand the organization and operation of local authorities as necessary to assume assigned responsibilities.
- Read and understand engineering plans and specifications, blue prints and ladder diagrams.

- Design and perform mass balance and hydraulic profile calculations.
- Apply mathematical and engineering concepts to practical situations.
- Define problems, collect data, establish facts, and draw valid conclusions.
- Interpret a variety of technical instructions and deal with several abstract and concrete variables.
- Read, analyze, and interpret professional journals, technical procedures, or governmental regulations.
- Design and prepare technical reports and guidelines, policies, procedural manuals, terms of reference, memoranda, and official correspondence.
- Communicate information and respond to inquiries, requests, or complaints from public authorities or members of the business community.
- Communicate the essential proposes, methods, and results of work to non-specialists.
- Run specialized computer applications.

WORKING CONDITIONS

Environmental Conditions

- Office and wastewater treatment plant environment.
- Exposure to chemicals, electrical systems, machinery, and computer screens.
- Exposure to untreated and treated wastewater, toxic gases.

Level of Physical Effort

- Walking, standing, or sitting for long periods of time.
- Operating motorized vehicles.

Irregular Hours Requirements

The incumbent must be available on call to respond to emergency situations.

QUALIFICATIONS

Qualifying Education and Experience

- Equivalent to a Bachelors degree from an accredited college or university with major course work in Mechanical Engineering, Civil Engineering, Chemistry, Environmental Engineering, or a related field. Coursework in sanitary engineering.
- Five years of increasingly responsible experience in the operation and maintenance of wastewater treatment and/or water reclamation facilities including two years of supervisory responsibility.

FINANCIAL ACCOUNTANT

PURPOSE

To account for the financial transactions of the company.

SUPERVISION

- Receives limited supervision from the Accounting/MIS Supervisor.
- Exercises technical supervision over the Fixed Assets Registrar.

RESPONSIBILITIES

- Manage the General Journal and such accounts and records as are necessary to:
 - Show the current position of all the company's financial transactions.
 - Prepare the annual accounts and financial statements for presentation to the Board and external authorities.
 - Comply with any statutory requirements.
- Ensure that timetables for all routine accounting work and for submission of returns are available and that work is produced to timetable.
- Maintain an up-to-date list of organization and accounting codes and submits any requests for amendment to the Finance and Administration Manager.
- Make monthly depreciation entries.
- Make Journal entries to computer.
- Participate in the preparation of tariff studies.
- Prepare and maintain special databases, monitor implementation of special programs.
- Prepare research designs and data collection/analysis procedures for surveys, special studies, or detailed reports.
- Prepare technical reports or studies organizing data in narrative, tabular, and graph forms.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Good knowledge of international accounting standards.
- Basic knowledge of Jordanian governmental accounting systems.
- Financial auditing requirements and procedures.
- Standard computerized financial management software packages.

- All modules of the Company's computerized financial accounting system.
- Basic knowledge of cost accounting principles.
- English language.
- Knowledge of the chart of accounts used by the U.S. National Association of Regulatory Utility Commissioners (NARUC) is an advantage.

Ability to:

- Recognize need for annotations and write clear and concise notes to financial statements.
- Calculate depreciation rates.
- Work with a high level of numerical accuracy.
- Maintain high level of attention to detail.
- Apply accounting or financial concepts to practical situations.
- Define problems, collect data, establish facts, and draw valid conclusions.
- Interpret a variety of technical instructions and deal with several abstract and concrete variables.
- Read, analyze, and interpret technical procedures or governmental regulations.
- Conduct queries and print reports from special databases.
- Design and prepare technical reports and guidelines, policies, procedural manuals, and official correspondence.
- Communicate information and respond to inquiries, requests, or complaints from public authorities.
- Communicate the essential proposes, methods, and results of work to non-specialists.
- Run specialized computer applications.

WORKING CONDITIONS

Environmental Conditions

Office environment.

Level of Physical Effort

Minimal.

Irregular Hours Requirements

Minimal.

QUALIFICATIONS

Qualifying Education and Experience:

- Bachelors degree in Accounting.
- Five years experience in accounting, with at least three years' experience in a registered company in Jordan.
- Some auditing experience is desirable.

BUDGET AND COST ACCOUNTANT

PURPOSE

To implement the budget preparation and expenditure control procedures of the company.

SUPERVISION

Receives direct supervision from the Accounting/MIS Supervisor.

RESPONSIBILITIES

- Coordinate the company's multi-year and annual budgeting processes in close coordination with Department managers.
- Assist managers in modeling the cost and revenue implications of performance improvement programs.
- Input budget data, and edit approved changes to budget data.
- Review proposed purchase requisitions and commitments, enter commitment items, and remove commitments as payment notices are received en route to payment.
- Authorize payroll for payment.
- Authorize new hires.
- Prepare periodic reports of expenditure and expenditure variances against budget, in total and by cost center.
- Participate in the preparation of expenditure and revenue projections and tariff studies.
- Serve as secretary to budget committee.
- Prepare conceptual and detailed program designs, prepare and maintain special databases, monitor implementation of special programs.
- Prepare research designs and data collection/analysis procedures for surveys, special studies, or detailed reports.
- Prepare technical reports or studies organizing data in narrative, tabular, and graph forms.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Principles of performance-based planning and budgeting.
- Water/wastewater utility operations and operating expenses.
- Use of cost standards in budgeting.
- Principles of cost accounting.
- Standard utility performance indicators.

- General ledger, cost accounting, purchasing, payables, payroll, and human resource modules of the Company's computerized financial accounting system.
- English language.

Ability to:

- Develop and format a range of management reports on request.
- Assist Department managers in the preparation of performance-based budgets.
- Define problems, collect data, establish facts, and draw valid conclusions.
- Interpret a variety of technical instructions and deal with several abstract and concrete variables.
- Read, analyze, and interpret professional journals, technical procedures, or governmental regulations.
- Design and prepare technical reports and guidelines, policies, and procedural manuals.
- Communicate the essential proposes, methods, and results of work to non-specialists.
- Conduct queries and print reports from special databases.

WORKING CONDITIONS

Environmental Conditions

Office environment.

Level of Physical Effort

Minimal.

Irregular Hours Requirements

Minimal.

QUALIFICATIONS

Qualifying Education and Experience

- Bachelors degree in Business Administration or Management. Coursework in accounting is an advantage.
- Three years' experience in a responsible budget preparation, analysis, or control function.
- Three years experience in water/wastewater utility operations supervision or management.

CASHIER

PURPOSE

To ensure proper accounting of the company's cash receipts and disbursements.

SUPERVISION

- Receives limited supervision from the Accounting/MIS Supervisor.
- Exercises direct supervision over evening cashiering clerk.

RESPONSIBILITIES

- Receive and enter collections and sales journal data from the Customer Service Department.
- Receive checks.
- Disburse cash and checks.
- Deposit cash and checks into company bank accounts.
- Maintain up-to-date records of all bank and cash balances; prepare trial reconciliation statements.
- Make or approve cash entries to computer.
- Prepare monthly forecast of cash flows; prepare estimates of cash flows and debt service requirements for multi-year and annual plans.
- Ensure that interest and principal on loans are paid on time.
- Maintain the company's banking relationships.
- Draft policies, procedures, and tactics to improve methods of cash handling and management.
- Prepare technical reports or studies organizing data in narrative, tabular, and graph forms.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Best commercial practices for handling money and managing cash.
- General understanding of commercial accounting procedures.
- Detailed knowledge of bank reconciliation and payroll preparation.
- General ledger, financial analysis, cash management, accounts receivable, purchasing, payables, and payroll modules of the company's computerized financial accounting system.
- English language.

Ability to:

- Work with a high level of numerical accuracy.

- Analyze and project cash flows.
- Calculate interest and principal repayment obligations.
- Maintain effective relationships with banks or other financial service providers.
- Work under pressure and to a strict timetable.
- Apply mathematical, accounting, and financial concepts to practical situations.
- Define problems, collect data, establish facts, and draw valid conclusions.
- Interpret a variety of technical instructions and deal with several abstract and concrete variables.
- Read, analyze, and interpret professional journals, technical procedures, or governmental regulations.
- Design and prepare technical reports and guidelines, policies, procedural manuals, terms of reference, and official correspondence.
- Communicate the essential proposes, methods, and results of work to non-specialists.
- Conduct queries and print reports from special databases.
- Maintain high level of integrity.

WORKING CONDITIONS

Environmental Conditions

Office environment.

Level of Physical Effort

Minimal.

Irregular Hours Requirements

Minimal.

QUALIFICATIONS

Qualifying Education and Experience.

- Bachelors degree in accounting.
- Seven years experience in a finance-related function, of which five years must have been in a responsible cashiering or treasury function.

PURCHASING SPECIALIST

PURPOSE

To prepare terms of contract for the company's construction contracts and service contract and assist in their enforcement.

SUPERVISION

Receives direct supervision from Purchasing and Stores Supervisor.

RESPONSIBILITIES

- Recommend forms of contract and standards for contract control.
- Recommend, in consultation with the Engineering and Projects Specialist, whether the construction of specific projects should be supervised by the company's own staff or by consultants.
- Compile lists of approved contractors.
- Prepare contract tender documents.
- Apply financial and contractual checks to all contract certifications.
- Advise on measures to handle contractual disputes.
- Prepare documentation in support of company decisions to penalize contractors on terminate contracts.
- Approve payment orders for contractors after consultation with the Engineering and Projects Specialist or Department manager.
- Ensure that concerned parties within the company are aware of company's obligations with respect to individual construction contracts.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Detailed knowledge of Jordanian contracting law.
- Detailed knowledge of Jordanian governmental contracting rules and regulations.
- Principles of incentive regulation.

Ability to:

- Define problems, collect data, establish facts, and draw valid conclusions.
- Interpret a variety of technical instructions and deal with several abstract and concrete variables.
- Read, analyze, and interpret technical procedures or governmental regulations.

- Design and prepare technical reports and guidelines, policies, procedural manuals, terms of reference, memoranda, and official correspondence.
- Communicate information and respond to inquiries, requests, or complaints from public authorities or members of the business community.
- Communicate the essential proposes, methods, and results of work to non-specialists.
- Excellent language skills, especially for writing clear contract conditions and terms and memoranda regarding contractual issues in project implementation and acceptance.
- Strong reasoning skills; able to apply best contracting principles to specific construction or service contract needs.

WORKING CONDITIONS

Environmental Conditions

Office environment.

Level of Physical Effort

Minimal.

Irregular Hours Requirements

Minimal.

QUALIFICATIONS

Qualifying Education and Experience

Bachelor degree in humanities, social sciences, or engineering plus six years' experience in a responsible position requiring procurement and installation contracts preparation and administration, or Bachelors' degree in law plus three years relevant work experience.

HUMAN RESOURCES SUPERVISOR

PURPOSE

To develop and guide implementation of systems and procedures to assist company management to assess staffing needs and attract, motivate and develop qualified personnel.

SUPERVISION

Receives limited supervision from the Finance and Administration Manager.
Supervises Personnel Clerk.

RESPONSIBILITIES

- Monitor and update the Company's long and short range staffing plans and position control system.
- Assist managers in assessing their staffing requirements, improving work organization, and periodically reviewing the job descriptions of their subordinates.
- Periodically review labor supply and salary levels in local and national markets, and propose improvements to the Company's position classification and pay scales.
- Assist management on the design of incentive structures, and assist managers and supervision in developing job performance indicators.
- Train managers in staff performance appraisal and training needs analysis.
- Coordinate preparation of annual training plans.
- Develop and maintain a database on training suppliers, arrange training provision, and assist managers to evaluate training.
- Assist Department managers and supervisors in recruitment, interviewing, and selection of new hires.
- Prepare induction training plans for new employees, and explain Company personnel policies and procedures to new employees.
- Ensure that all managers understand the Company's personnel policies and procedures.
- Receive, investigate, and assist in resolving staff complaints.
- Review and approve timesheets.
- Review all proposed personnel actions (e.g., hiring, promotion, discipline).
- Prepare research designs and data collection/analysis procedures for surveys, special studies, or detailed reports.
- Prepare technical reports or studies organizing data in narrative, tabular, and graph forms.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Techniques of job analysis and job evaluation.
- Principles of compensation.
- Utility organization structure and functions.
- Techniques of personnel appraised career development planning, and training needs analysis.
- Personnel search, interviewing, and selection procedures.
- Personnel administration systems and procedures.
- Sources of professional and vocational training.
- Human resource and payroll modules of the Company's computerized financial accounting system.
- English language.

Ability to:

- Excellent reasoning skills; able to apply general personnel policies to particular situations; able to conduct investigations regarding personnel governances.
- Excellent language skills; able to communicate effectively with persons of diverse educational level, able to write clear procedures, reports, job descriptions.
- Excellent social skills; able to facilitate resolution of interpersonal conflicts.
- Good spreadsheet and word processing skills.
- Conduct queries and print reports from special databases.
- Apply management concepts to practical situations.
- Define problems, collect data, establish facts, and draw valid conclusions.
- Interpret a variety of technical instructions and deal with several abstract and concrete variables.
- Read, analyze, and interpret professional journals, technical procedures, or governmental regulations.
- Design and prepare technical reports and guidelines, policies, procedural manuals, terms of reference, and official correspondence.
- Communicate the essential proposes, methods, and results of work to non-specialists.

WORKING CONDITIONS

Environmental Conditions

Office environment.

Level of Physical Effort

Minimal.

Irregular Hours Requirements
Minimal.

QUALIFICATIONS

Qualifying Education and Experience

Bachelors degree in management, public administration, or business administration, with coursework in human resources management, plus five year's experience in personnel administration and/or training program design and administration, ***or*** Masters degree in management or human resources field, plus two years experience in personnel or training management.

SURVEYOR

PURPOSE

To perform technical survey activities relevant to the design and construction supervision of company projects and large water or sewer connections; including locating survey monuments, performing complex survey activities, and maintaining detailed records.

SUPERVISION

Receives direct supervision from the Engineering and Projects Supervisor.

RESPONSIBILITIES

- Undertake detailed preliminary, topographic, construction, property, geodetic and other engineering surveys; estimate grade and elevation of jobs.
- Operate survey equipment including theodolite, levels, electronic measuring devices, and other equipment to measure distances, horizontal angles and elevations.
- Perform in depth research of various records pertaining to current survey jobs; refer to maps and other related materials.
- Maintain accurate, orderly and legible field notes of survey work performed including lines, angles, distances, benchmarks and mathematical calculations; operate a computer and peripheral equipment including a plotter to compile survey notes; create drawings as required.
- Reference local monumentation; maintain and update records to ensure accurate survey activities.
- Exchange information with ASEZA and Governorate departments and outside contractors on construction jobs as assigned.
- Perform survey activities in a safe and effective manner.
- Answer questions and provide information to the public within sphere of competence and responsibility.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Terminology, methods, practices, and techniques of survey activities.
- Basic trigonometry as applied to the computation of angles, areas, distances, and traverses.
- Survey equipment and instruments.
- Techniques and practices of land surveying.
- Design and construction theory and engineering design standards.
- Materials, methods, and techniques of modern construction.

- Laws, regulations, codes, and Section policies relevant to assigned duties.

Ability to:

- Interpret structural and physical plan maps and drawings, cartographic and topographic maps and surveys.
- Gather, interpret, record, and apply field notes in the performance of survey duties.
- Prepare and maintain accurate survey records.
- Use algebraic formulas, trigonometry tables and statistical mathematics to accomplish the level of work described herein.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Perform journey level survey activities.
- Compile rough technical data and prepare drawings and reports from field studies.
- Understand and interpret construction plans and specifications.

WORKING CONDITIONS

Environmental Conditions

- Office and field environment.
- Exposure to ambient weather conditions, dust, occasionally traffic and construction.

Level of Physical Effort

- Lifting and/or carrying of objects, walking, standing, or sitting for long periods of time. Kneeling, crouching to balance transit, lay chains and tapes, operating motorized vehicles.

Irregular Hours Requirements

Minimal.

QUALIFICATIONS

Qualifying Education and Experience

- Diploma with major course work in surveying, engineering, architecture, or related area.
- Three years of increasingly responsible technical land surveying experience including working with a range of survey equipment.

WATER CONNECTION INSPECTOR

PURPOSE

To provide quality assurance for the Company's water connections, to implement complex connection tasks, and assist in other facets of the Connections Section's work.

SUPERVISION

- Works under direction of the Connections Supervisor or the Quwayra Customer Service Supervisor.
- May exercise technical supervision over lower-level technical staff.

RESPONSIBILITIES

- Inspect the properties and locations of applications for new connections; verify application details regarding intended type of usage, etc; identify mains tapping point, civil work, and materials required. Prepare work map, bill of quantities, and connection cost estimate, prepare estimate of connection charges.
- Review and approve completed new connections, test and turn on supplies; record initial meter reading.
- Recommend methods of disconnection.
- Plan and supervise complex disconnections and reconnections which involve civil work; assess costs and charges.
- Carry out connection inspections referred to the Section by the Billing Section.
- Train plumbers and meter readers in identifying, diagnosing, and reporting meter faults, leakage, and illegal connections.
- Train plumbers in meter removal procedures and reporting.
- Plan and direct spot checks to assure integrity of company meter reading activities.
- Draft notices to customers as required regarding pending Company actions on their connections.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Standard designs, materials, methods, standards, and costs of water connection and disconnection.
- Company connection policies and procedures.
- Basic survey methods.

- Management of small civil works involving line laying, connection to mains, pavement breaking and restoration.
- Principles of geometry and trigonometry.
- Occupational hazards and safe work practices.

Ability to:

- Read and interpret utility and street maps, develop basic layouts and cross-section diagrams.
- Assess the number and size of connections and meters required in relation to various levels of consumption and facility plans.
- Perform mathematical computations, some involving geometry and basic trigonometry.
- Interact courteously with customers.
- Communicate work requirements to lower-level technical staff and meter readers.
- Explain connection procedures and calculations to customers.
- Maintain high levels of integrity.

WORKING CONDITIONS

Environmental Conditions

- Field environment.
- Exposure to ambient weather conditions, dust, dirt, traffic, noise.
- Possible exposure to subsurface water and wastewater.
- Some incumbents of this position will be posted to Quwayra, a remote rural area with few amenities.
- Others may be required to work some days per month in villages of Wadi Araba district.

Level of Physical Effort

- Walking standing, crouching, bending, kneeling, climbing.
- Occasional confined space entry.
- Driving.

Irregular Hours Requirements

Some incumbents may be subject to shift rotations.

QUALIFICATIONS

Qualifying Education and Experience

- Diploma in industrial studies. Coursework in surveying.
- A total of five years experience covering two or more of the following functions: connections inspection, surveying, plumbing supervision or works, preparation of bills of quantities, assessment of connection charges, meter reading and assessment, meter repair.

SEWER CONNECTION INSPECTOR

PURPOSE

To supervise sewer connection installations.

SUPERVISION

- Receives limited supervision from the Connections Supervisor.
- May exercise occasional supervision over sewer maintenance workers.

RESPONSIBILITIES

- Inspect sites of planned sewer connections; review contractor bills of quantities and drawings for compliance with the utility's standards for materials and installation.
- Coordinate, inspect and review the work of contractors responsible for providing new sewer connections.
- Inspect work before and after completion and recommend modification as appropriate.
- Maintain records related to collection system connections installation, repair, and maintenance activities.
- Investigate cases of suspected illegal sewer connections.
- May supervise the cutting and breaking asphalt and concrete surfaces, pavement of roadways, sidewalks, manholes and related structures.
- Ensure the adherence to safe work practices and procedures.
- Estimate time, materials, and equipment required for jobs assigned; requisition materials as required; work with a variety of vendors on material purchases.
- Respond to public inquiries in a courteous manner; provide information within the area of assignment.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Standard materials and methods for sewer connection installation.
- Procedures, methods, practices, materials and equipment commonly used in a wastewater collection system maintenance and repair program.
- Tools and equipment used in the maintenance and repair of wastewater collection systems.
- Uses and purposes of general construction tools and equipment.
- Occupational hazards and standard safety precautions.
- Principles and procedures of record keeping and reporting.

Ability to:

- Review the work of contractors in the area of work assigned.
- Interpret, explain, and enforce Section policies and procedures.
- Review or prepare as built drawings and report maintenance and repair results to higher supervisory level.
- Read and interpret basic maps and blueprints.
- Work independently in the absence of supervision.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

WORKING CONDITIONS

Environmental Conditions

- Field environment; travel from site to site.
- Exposure to noise, dust, fumes; inclement weather conditions.

Level of Physical Effort

Standing, walking, or sitting for prolonged periods of time; operating motorized vehicles.

Irregular Hours Requirement

Some overtime may be required if construction or connections work occurs at night-time.

QUALIFICATIONS

Qualifying Education and Experience

- Diploma in industrial studies.
- Four years of responsible experience in supervising installation of water or wastewater connection and maintaining and repairing wastewater collection systems including two years of lead supervisory and inspection responsibility.

INSPECTION TECHNICIAN

PURPOSE

To investigate, by means of field visits to customer premises, meter readings identified as exceptionally high or low by the billing system or customer complaint.

SUPERVISION

Works under the direction of the Senior Assessment Clerk.

RESPONSIBILITIES

- Receive lists of premises to be investigated from the Senior Assessment Clerk.
- Visit premises. Examine meter and connection for signs of leakage, damage, tampering, or illegal use. Interview customer and examine premises and environs for indications of reasons for possible increase or decrease in consumption.
- Prepare field assessment notes for Senior Assessment Clerk, including work orders for meter inspection removal, or connection inspection.
- Draft annotations for GIS or CIS edits as necessary.
- Perform other duties as required.

REQUIREMENTS

Knowledge of:

- Operational characteristics and physical components of water meters and house connections.
- Typical variables affecting levels of water consumption by various types of user.
- Assessment forms and procedures.
- Interviewing techniques.

Ability to:

- Interact courteously and tactfully yet firmly with customers.
- Conduct simple on-site meter inspections.
- Prepare clear and concise field assessment notes.
- Communicate field observations clearly to supervisors and technicians.
- Maintain high standards of integrity.

WORKING CONDITIONS

Environmental Conditions

- Field environment.
- Exposure to ambient weather conditions, dust, dirt, traffic, noise, dampness.

Level of Physical Effort

- Walking, standing, bending, crouching, kneeling, reaching, climbing.
- Driving or cycling.

Irregular Hours Requirements

Minimal.

QUALIFICATIONS

Qualifying Education and Experience

- Industrial technical school degree.
- Three years experience in connection inspection, plumbing, or meter maintenance work.

PIPEFITTER

PURPOSE

To lead and perform skilled and semi-skilled labor in the installation, maintenance, operation, repair of transmission and distribution water system facilities, such as lines, valves, water control & connection points.

SUPERVISION

- Works under supervision of designated supervisory or technical staff.
- Exercises functional and technical supervision over designated semi-skilled and unskilled staff.

RESPONSIBILITIES

- Cut and prepare piping and fittings; thread and link pipe; replace gate valves and couplings; install and replace water services; install, remove, and replace water meters.
- Lead work crews in the repair of small leaks and pipeline breaks and bursts.
- Review plans and specifications for location of lines.
- Calculate the correct sizing for installation of piping and fixtures.
- Report work results and provide as built drawings to supervisory staff.
- Participate as requested in design and construction supervision activities.
- Participate in cutting and breaking asphalt and concrete surfaces, pavement of roadways, sidewalks, manholes and related structures.
- Maintain work, time, and materials usage records.
- Estimate time, equipments materials, and personnel required to complete jobs.
- Requisition maintenance supplies, materials and equipment.
- Oversee and ensure safe work practices in the field including traffic control, trench safety, use of respiratory equipment, etc.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Operational characteristics of water transmission and distribution system.
- Advanced repair and preventative maintenance techniques and procedures.
- Tools and equipment used in the maintenance and repair of water distribution systems.
- Uses and purposes of general construction tools and equipment.
- Techniques of soldering, brazing, and minor welding.

- Procedures and terminology used in the plumbing trade.
- Procedures of record keeping and reporting.
- Principles of supervision and training.
- Occupational hazards and standard safety precautions.

Ability to:

- Locate water and collection mains and laterals, gate valves, and control valves from maps and drawings.
- Use and operate hand tools, mechanical equipment, and power tools and equipment.
- Read and interpret maps and blueprints, and prepare as-built hand drawings.
- Perform heavy manual labor.
- Train and lead small work crews.
- Adhere to safe work practices.
- Establish and maintain effective working relationships with those contacted in the course of work.

WORKING CONDITIONS

Environmental Conditions

- Most duties in this class are performed under periodically disagreeable working conditions, working outdoors, sometimes in adverse weather, exposed to water, mud, dirt and grease.
- Some positions may require more frequent exposure to disagreeable conditions including fumes, chemicals, infectious waste, traffic, equipment noise and vibration, heat, cold, and dampness.
- Some incumbents will be required to work in remote areas (Disi, Wadi Araba & Quwayra).

Level of Physical Effort

Lifting/carrying and handling, stooping and crouching; reaching, kneeling, crawling and climbing; operating motorized vehicles.

Irregular Hours Requirements

- Incumbents must be available to work shifts (including evenings and nights), weekends, and holidays.

QUALIFICATIONS

Qualifying Education and Experience

- Industrial technical school degree with coursework in welding, pipe fitting and fabrication or a related field.
- Three years of increasingly responsible experience maintaining and repairing water pipelines and distribution systems.

PLUMBER

PURPOSE

To perform a variety of semi-skilled tasks in the repair and maintenance of public water transmission and distribution systems and house connections.

SUPERVISION

- Works under direct supervision of the assigned supervisory or technical staff.
- May exercise direct technical supervision over unskilled laborers.

RESPONSIBILITIES

- Inspect, repair and install water distribution pipelines, fixtures, cross connections and fittings, backflow and pressure prevention devices, flow meters and isolation valves.
- Install, repair, and remove consumption meters, flow meters, sample points, chemical lines and related components.
- Report repairs and results to supervisory staff.
- Perform related duties and responsibilities as required.

REQUIREMENTS

Knowledge of:

- A variety of common plumbing hand tools and their use.
- Procedures and terminology used in the plumbing trade.
- Backflow device installation and repair.
- Meter and isolation valve installation and repair.
- Basic mathematical principles.
- Operational hazards and standard safety practices.

Ability to:

- Use journeyman plumbing tools.
- Repair and/or replace damaged plumbing and plumbing fixtures.
- Repair and install small domestic pumps.
- Read drawings or maps when necessary to perform plumbing repairs.
- Locate water and collection mains and laterals, gate valves, and control valves from maps and diagrams.
- Understand and follow oral and written instructions.
- Work cooperatively with co-workers.

WORKING CONDITIONS

Environmental Conditions

- Most duties in this class are performed under periodically disagreeable working conditions, working outdoors, sometimes in adverse weather, exposed to water, mud, dirt and grease.
- Some positions may require more frequent exposure to disagreeable conditions including fumes, chemicals, infectious waste, equipment noise and vibration, heat, cold, and dampness.
- Some incumbents may be required to work in remote areas (Disi, Wadi Araba & Quwayra).

Level of Physical Effort

- All positions require frequent lifting/carrying and handling, stooping and crouching; reaching, kneeling, crawling and climbing.
- A few demand color discriminating and field of vision.
- Incumbents must be available to work shifts (including evenings and nights), weekends, and holidays.

Irregular Hours Requirements

Incumbents are required to take stand-by duties that include being on call after hours and responding to emergency problems at any hour as needed.

QUALIFICATIONS

Qualifying Education and Experience

Industrial technical school degree plus two years relevant experience *or* five years' relevant experience.

WELDER

PURPOSE

To perform skilled arc and oxyacetylene welding in repairing, constructing, fabricating, and maintaining various types of equipment and tools.

SUPERVISION

Receives direction from the designated supervisory staff.

RESPONSIBILITIES

- Perform oxyacetylene and arc welding, and related operations such as brazing, coating, trimming, cutting and heating to repair, construct, and fabricate piping and equipment.
- Prepare metals for welding by grinding, chipping, grooving, beveling, pre-heating, tacking parts, and arranging and fastening work in fixtures or supports.
- Lay out work from blueprints, sketches, samples, or work orders, and determine proper weld for required strength and character.
- Perform bench work using various welding tools, grinders, files, chipping hammers, and wire brushes to assemble and repair various tools.
- Maintain welding tools and equipment in proper condition by cleaning and oiling machinery, and report needed major repairs.
- Assist in dismantling and assembling equipment undergoing repair.
- Performs related duties as assigned.

REQUIREMENTS

Knowledge of:

- Methods, procedures, materials and equipment used in welding.
- Working properties of steel and other metals.
- Metallurgy, metal alloys and their characteristics.
- Welding rules, codes and regulations.
- Principles and procedures of record keeping.
- Basic mathematical and trigonometry principles.
- Occupational hazards and standard safety practices.

Ability to:

- Operate a variety of welding and fabricating equipment in a safe and effective manner.
- Read and interpret blue prints and specifications.
- Analyze potential structural failures and make necessary reinforcements.
- Understand and follow oral and written instructions.

- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

WORKING CONDITIONS

Environmental Conditions

- Shop/field environment; travel from site to site.
- Exposure to heat, hazardous welding equipment; and inclement/adverse weather conditions.
- Exposure to water, mud, dirt and grease.
- Some positions may require more frequent exposure to disagreeable conditions including fumes, chemicals, infectious waste, equipment noise and vibration, heat, cold, and dampness.

Level of Physical Effort

All positions require frequent lifting/carrying and handling, stooping and crouching; reaching, kneeling, crawling and climbing.

Irregular Hours Requirements

Incumbents must be available on-call to respond to emergency service requests.

QUALIFICATIONS

Qualifying Education and Experience

Five years of increasingly responsible welding experience and industrial technical school degree *or* completion of a formal apprenticeship program in welding or fabrication and two years experience.

BILLING SYSTEM OPERATOR

PURPOSE

To generate a wide range of reports and lists from the customer information system in support of the Company's customer service functions.

SUPERVISION

Works under the supervision of the Billing Supervisor.

RESPONSIBILITIES

- Program the customer information system to develop appropriate activity batches for initial and follow-on meter reading, billing, and collection cycles.
- Work with the GIS Technician to optimize meter reading, billing and collection routes.
- Generate meter reading, billing, and collection lists and invoices for meter readers.
- Design, in consultation with the Billing Supervisor, statistical and exception reports on connections, consumption, meter status, sales, and collections by user class and zone, and on Company customer service activities and performance.
- Generate reports according to the planned periodicities.
- Develop and generate special reports as instructed.
- Troubleshoot computerized customer profiles for missing or inconsistent data.
- Implement authorized edits to customer profiles.
- Suggest ways to increase the functionality, versatility, speed, and accuracy of customer information system operations; work with Database Administrator to implement enhancements.
- Program enhancements or modifications to bill formats as instructed.
- Perform other duties as required.

REQUIREMENTS

Knowledge of:

- Customer billing system procedures and routines.
- Company customer information system (CIS) database structure and operating system.
- Accounts receivable module of the Company's computerized financial accounting system.

- Principles of computer programming, operating systems, and network administration.
- Batch running protocols.
- Report design and generation routines.
- List design and generation routines.
- Database editing routines.
- Understanding of CIS/GIS interfaces.
- English language.

Ability to:

- Manage a complex and dynamic database; carry out programming instructions.
- Produce a range of reports, including statistical reports, and graphs.
- Manage a wide variety of related tasks, often under time pressure.
- Maintain effective working relationships with co-workers in other Departments, especially Database Administrator, Information Systems Specialist, GIS Specialist, and GIS Technician.

WORKING CONDITIONS

Environmental Conditions

Office environment - exposure to computer screens.

Level of Physical Effort

Sitting, walking, standing.

Irregular Hours Requirements

Infrequent.

QUALIFICATIONS

Qualifying Education and Experience

- Diploma in computer or commercial/business studies.
- Three years database system management experience, including responsible work in Oracle environments. COBOL programming experience is highly desirable. GIS experience is an advantage.
- Two years experience in sales-related systems operations.

SCADA AND TELEMETRY OPERATOR

PURPOSE

To operate, monitor, maintain, inspect, and calibrate SCADA, telemetry, instrumentation and control systems for water and wastewater systems to assist other employees in the operation and maintenance of instrumentation and control systems and to perform a variety of technical tasks relative to assigned area of responsibility.

SUPERVISION

Works under general supervision of the Water Department Manager.

RESPONSIBILITIES

- Operate and monitor instrumentation related to SCADA, telemetry, instrumentation control, telecommunications, hydraulics, pneumatics and a variety of other systems; inspect and calibrate installed control systems to assure proper operation.
- Report incidents of abnormal or irregular levels, flows and pressure readings, and malfunctioning electromechanical equipment immediately to Department Manager or acting operations supervisor.
- Use computer software programs for data logging and control.
- Maintain records and logs on operations and activities; coordinate and prepare a variety of narrative and statistical reports and graphs. Assist in preparing exception and incident reports.
- Participate in the fabrication, mounting and wiring of control and monitoring systems, devices and instrumentation.
- Participate in repairing instrumentation systems, equipment and components, both in the field and in the office.
- Diagnose and troubleshoot malfunctioning systems and equipment, calibration problems, and other measuring, recording and transmitting device failures.
- May modify, design, and change control circuits; install temporary systems to sustain operations.
- Interpret and modify drawings, blueprints, schematics and diagrams for a variety of water and wastewater SCADA and telemetry systems.
- Estimate time and materials for assigned projects.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Basic electrical and control science.

- Technical operation and maintenance of modern electronic devices.
- Operating characteristics of electronic components.
- Principles and practices of control instrumentation calibration and alignment procedures, especially for SCADA.
- Occupational hazards and standard safety practices and electrical codes.
- Mechanical machine design and hardware systems.
- Principles of computer programming, operating systems, and network administration.
- Plant requirements and permits.
- Characteristic operations of water, wastewater, reclamation, distribution and collection systems.
- Computer skills.
- English language.

Ability to:

- Install, operate, maintain, and modify equipment related to electronics, instrumentation control, telemetry, telecommunications, hydraulics, and pneumatics.
- Calibrate, align and test a variety of processes.
- Read, interpret and understand technical manuals, electronic schematics, blueprints, drawings, and diagrams.
- Operate and use flow monitoring and operations control software, especially SCADA.
- Maintain detailed records and prepare statistical reports and graphs.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Maintain a constant level of concentration on gauges, controls, and meters for extended periods of time.

WORKING CONDITIONS

Environmental Conditions

Office environment.

Level of Physical Effort

Work entails extended periods of relative immobility and visual concentration.

Irregular Hours Requirements

Incumbents must be available and capable to work shifts (including evening and nights) weekends and holidays.

QUALIFICATIONS

Qualifying Education and Experience

- Diploma in industrial studies with computer system coursework, or Diploma in computer studies with three years experience in the maintenance or installation of automated control systems, preferably for water and wastewater systems.
- Alternatively, industrial technical school degree with at least five years experience in SCADA system operation and maintenance or computerized production/operations management systems.
- Previous experience in control room operations is desirable.

WASTEWATER SYSTEM OPERATOR I

PURPOSE

To oversee the daily operations of the Aqaba city wastewater system (including sewage pumping, plant headworks, secondary treatment, tertiary treatment, natural treatment, and sludge disposal), serve as the first line of response to operations emergencies, and oversee the implementation of routine maintenance activities.

SUPERVISION

- Receives general supervision from the Wastewater Department Manager.
- Receives technical supervision from the Wastewater Treatment Engineer.
- Exercises technical supervision over lower level plant operation staff.

RESPONSIBILITIES

- Hold lead responsibility for the daily operations of the wastewater treatment plant and pumping stations; perform assigned treatment plant and lift stations rounds including inspecting, monitoring and documenting plant operations by reading plant equipment gauges, dials, graphs and other instrumentation.
- Participate in developing operation procedures for wastewater activities.
- Instruct and train staff in appropriate operation and treatment methods and techniques; schedule staff to ensure proper plant operations.
- Operate, adjust and monitor treatment plant and lift station pumps, screens, motors, scrapers, blowers, compressors, aerators, feeder and other equipment to maintain appropriate plant operations.
- Maintain, compile and update plant operations logs and reports; perform and record mathematical calculations related to plant operational activities. Prepare plant operations exception/incident reports.
- Maintain, repair and service plant operations machinery and equipment including pumps, valves, motors, engines, meters, drives, tanks and reservoirs; change lubrications.
- May participate in taking wastewater samples and perform a variety of basic laboratory tests.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- O&M requirements of wastewater pumping, treatment, and reuse facilities.
- Basic principles of biology, chemistry, and mathematics.
- Plant requirements and permits.

- Laboratory analysis techniques and health standards for wastewater.
- Sampling methods and techniques.
- Safe work practices.
- Principles of computer programming, operating systems, and network administration.
- SCADA operations control system operation.
- Principles of supervision and training.
- English language.

Ability to:

- Operate and maintain wastewater treatment plant equipment.
- Lead and train lower level plant operations staff.
- Operate computer applications such as SCADA, MS Office suite-type applications, wastewater treatment monitoring and control software.
- Conduct queries and print reports from the Company's computerized purchasing and water quality databases.
- Monitor, read and interpret mimic boards, monitoring control station, gauges and other recording devices related to wastewater treatment plant operations.
- Take samples and perform routine laboratory tests.
- Diagnose operating problems and take effective courses of action.
- Maintain detailed records and compile data into written and statistical reports and graphs.
- Perform minor maintenance on plant equipment such as pumps, valves, and electronic monitoring devices.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

WORKING CONDITIONS**Environmental Conditions**

- Office and wastewater treatment plant environment.
- Exposure to chemicals, confined spaces, machinery and computer screens.
- Positions in this level have periodic to frequent disagreeable working conditions including noise, dirt, fumes, vibration, heat, toxic gases, cold and dampness.
- Occasional exposure to hazardous chemicals, untreated and treated wastewater and toxic gases, and infectious materials.

Level of Physical Effort

- Walking, standing, or sitting for long periods of time.
- Operating motorized vehicles.

- May require light physical work with frequent lifting/carrying objects, climbing, balancing, stooping, kneeling, crouching and distinguishing sounds of equipment.

Irregular Hours Requirements

Incumbents must be available to work shifts (including evenings and nights), weekends, and holidays.

QUALIFICATIONS

Qualifying Education and Experience

- Diploma in industrial, science, or computer studies. Course work in mathematics, mechanical and electrical repair, electronics and instrumentation.
- Five years of increasingly responsible experience in the operation and maintenance of wastewater treatment and pumping facilities including experience of supervisory responsibility.
- Previous experience in control room operations is desirable.

WASTEWATER SYSTEM OPERATOR II

PURPOSE

To perform a variety of skilled operations and operations control tasks with respect to one or more components of the Aqaba wastewater system (e.g., pumping station, plant headworks, treatment facilities, and sludge disposal).

SUPERVISION

- Receives general supervision from the Wastewater Department Manager.
- Receives technical direction from the Wastewater System Operator I.
- Exercises functional and technical supervision over lower level plant operation staff.

RESPONSIBILITIES

- Perform assigned treatment plant and pump station rounds: inspecting, monitoring and documenting operations by reading equipment gauges, dials, graphs and other instrumentation.
- Operate and adjust pump station and treatment plant pumps, motors, feeders and other equipment to maintain appropriate operations.
- Maintain, compile and update plant operations logs and reports; perform and record mathematical calculations related to plant operational activities.
- Mix and add treatment chemicals; ensure adequate chemical application according to regulations and guidelines.
- Maintain, repair and service machinery and equipment including pumps, valves, motors, meters, tanks and reservoirs; change lubrications.
- May collect wastewater samples and perform simple tests.
- Perform general facility maintenance such as cleaning, painting and repairing plant facilities as well as various grounds maintenance duties.
- May assist in the training of lower level staff as required.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Principles and practices of wastewater treatment plant operations.
- Operating principles of plant equipment such as valves, pumps, and motors.
- Laboratory analysis techniques and standards for wastewater.
- Operational and safety regulations pertaining to wastewater treatment plant operations and vehicle and equipment usage.

- Sampling methods and techniques.
- Safe work practices.
- Basic of SCADA operations control systems.
- English language.

Ability to:

- Operate and maintain wastewater treatment plant equipment.
- Read and interpret gauges and other recording devices related to wastewater system operations.
- Take samples and perform simple laboratory tests.
- Diagnose operating problems.
- Make independent technical decisions to maintain proper treatment process.
- Maintain pertinent records and compile data into written reports.
- Perform minor repair and maintenance on equipment such as pumps, valves, and electronic monitoring devices.
- Perform manual labor.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

WORKING CONDITIONS**Environmental Conditions**

- Wastewater treatment plant and field environment.
- Exposure to chemicals, confined spaces, machinery and computer screens.
- Positions in this level have periodic to frequent disagreeable working conditions including noise, dirt, fumes, vibration, heat, toxic gases, cold and dampness.
- Exposure to hazardous chemicals, untreated and treated wastewater and toxic gases, and infectious materials.

Level of Physical Effort

- Walking, standing, or sitting for long periods of time.
- Operating motorized vehicles.
- May require light physical work with frequent lifting/carrying objects, climbing, balancing, stooping, kneeling, crouching and distinguishing sounds of equipment.

Irregular Hours Requirements

Incumbents must be available for shift work on nights, weekends, and holidays.

QUALIFICATIONS

Qualifying Education and Experience

- Technical school degree with coursework in mechanical and electrical maintenance and repair, instrumentation.
- Two years of responsible experience in the operation and maintenance of wastewater treatment and pumping facilities.

SWITCHBOARD OPERATOR

PURPOSE

To screen and route incoming calls and perform a variety of related switchboard operating tasks.

SUPERVISION

Works under the direct supervision of the Office Services Supervisor.

RESPONSIBILITIES

- Receive and route incoming telephone calls.
- Maintain and circulate up-to-date internal and external telephone directories.
- Program telephones as instructed.
- Troubleshoot switchboard operations.
- Apply telephone call load management policies and procedures when necessary.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Company organizational structure, Sectional functions, positions, and staffing plan.
- Telephone switchboard system operations.
- Spreadsheet applications.

Ability to:

- Respond to inquiries and requests from the public in a courteous and informed manner.
- Read and interpret relevant policies and procedures.
- Maintain a high level of concentration and attention to detail.

WORKING CONDITIONS

Environmental Conditions

Office environment.

Level of Physical Effort

- Sitting, stretching, and bending.
- Work demands a high and constant level of visual and auditory concentration.

Irregular Hours Requirements

Minimal.

QUALIFICATIONS

Qualifying Education and Experience

- Technical or secondary school degree.
- Two years experience with multi-line phone systems.

IT TECHNICIAN

PURPOSE

Support and maintenance of IT infrastructure.

SUPERVISION

Receives supervision from Information System Specialist or Database Administrator.

RESPONSIBILITIES

- Maintain inventory of Company hardware and software.
- Provide day-to-day system administration tasks including user account maintenance, workstation maintenance and desktop support for employees.
- Perform tasks including installing, operating, maintaining, troubleshooting and repairing services, laptops and peripheral equipment.
- Perform server maintenance, including server backups.
- Install, configures, and troubleshoots desktop systems, workstations and servers.
- Phone system maintenance.
- Documentation of how-to procedures.
- LAN maintenance.

REQUIREMENTS

Knowledge of:

- Basic networking knowledge and understanding of hubs, routers, and switches.
- Administration of Windows 98, 2000, ME, XP workstation.
- Administration of Microsoft Office (Suite) & Product.
- PC Workstation hardware maintenance/repair (at the modular level, i.e. replace hard drives, upgrade memory).
- General server backup procedures.
- Basic networking knowledge and understanding of hubs, routers, and switches.

WORKING CONDITIONS

Environmental Conditions

Office environment

Level of Physical Effort

Sitting, standing, walking; bending, crouching, kneeling, stretching.

Irregular Hours Requirements

Minimal

QUALIFICATIONS

Qualifying Education and Experience

Technical school (computer studies). Three years experience.

GIS TECHNICIAN

PURPOSE

To maintain and expand the utility's GIS database for water and wastewater systems, produce a variety of system reports, and operate routine GIS interfaces with the utility's network maintenance management system (MMS) and computerized billing system.

SUPERVISION

Receives direct supervision from the GIS Specialist.

RESPONSIBILITIES

- Assist the GIS Specialist in developing routes and schedules for the utility's leak detection, valve exercising, mains flushing, manhole inspection, and sewer cleaning programs. Receive and enter completion reports.
- Download MMS work orders, status reports, and completion reports to GIS database, and generate lists of pending and completed work orders. Maintain up-to-date on-line work order status monitoring system.
- Generate leakage repair work orders from the leak detection program and send them to the appropriate Department; receive and enter status and completion reports.
- Enter or download periodic flow and consumption data.
- Enter or download new connections, disconnections, and reconnections data.
- Assist the Customer Service Department in optimizing meter reading routes.
- Issue periodic statistical reports, maps, and graphs on operational performance and activities of the utility with respect to water distribution and wastewater collections systems.
- Implement special projects as instructed by the GIS Specialist.
- Perform other duties as required.

REQUIREMENTS

Knowledge of:

- GIS programming and operating system.
- Utility's network MMS system screens, operations, and protocols.
- Basic principles of computer networks.
- Computer peripherals and accessories.
- Principles and procedures of computer systems.
- Data entry quality control procedures.
- Basic mathematical principles.

Ability to:

- Operate a variety of computers, including a variety of software programs.
- Perform GIS operational functions.
- Perform a variety of journey level clerical computer duties in support of an assigned function.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

WORKING CONDITIONS

Environmental Conditions

Office environment.

Level of Physical Effort

- Sitting for prolonged periods of time.
- Work requires sustained and close concentration on computer screens.

Irregular Hours Requirements

Infrequent, may occasionally need to respond to requests for emergency assistance.

QUALIFICATIONS

Qualifying Education and Experience

- Diploma in engineering or in computer science with coursework on engineering or hydraulic software programs.
- Two years experience working with engineering-related software programs with at least one year's experience in GIS operation.

MAPPING TECHNICIAN

PURPOSE

To provide, enter, and edit distribution and collection system mapping data for the utility's GIS. Also, to assist as requested in drafting maps for new pipeline projects.

SUPERVISION

Works under the direction of the Engineering and Projects Supervisor, with technical supervision by the GIS Specialist.

RESPONSIBILITIES

- Draft and update maps of water transmission and distribution and wastewater collection systems involving extensive research of pipe records, drawing to scale and showing facilities in relationship to street and right-of-way boundaries.
- Interpret survey field information for the purpose of plotting, and perform various related mathematical computations.
- Obtain necessary information from existing maps, plat books, design and survey notes; make field trips to obtain locations, take measurements and take photographs when necessary to revise GIS maps.
- Detail proposed improvements, layout construction plans, and working drawings, as requested.
- Draft maps to scale, changing scale when necessary, indicating property lines, building locations, poles, rights-of-way, cables, paving, lightings, and relevant installations and facilities.
- Lay out topography, structures, pipelines, etc, from survey field notes.
- Edit and expand GIS maps.
- Performs related duties as required.

REQUIREMENTS

Knowledge of:

- Computer peripherals and accessories.
- Basic principles of distribution and collection system design and operations.
- Water and wastewater system mapping and drawing standards methods, and techniques.
- Data entry standards and quality control procedures.
- Map filing systems and procedures.
- Mathematical principles.

Ability to:

- Develop detailed maps.
- Perform all aspects of AUTOCAD operation.
- Take professional quality photographs.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

WORKING CONDITIONS

Environmental Conditions

- Office and field environment; works with computers.
- Field work may involve exposure to ambient weather conditions, dust, noise, traffic.

Level of Physical Effort

- Standing, walking, crouching, squatting, occasional confined space entry.
- Driving.
- Aspects of the work entail sustained and close concentration on computer screens.

Irregular Hours Requirements

Minimal.

QUALIFICATIONS

Qualifying Education and Experience

- Three years as a technical draftsman with hands-on experience in AUTOCAD. GIS operation experience is desirable.
- Diploma in Engineering/Technical Drafting using computer software.

LEAK DETECTION TECHNICIAN

PURPOSE

To implement the utility's systematic leak detection program. Also assists in selected mapping activities.

SUPERVISION

Works under technical supervision of the GIS Specialist and under administrative supervision of the Engineering and Projects Supervisor.

RESPONSIBILITIES

- In consultation with the GIS Specialist, develop criteria and methods for identifying network zones characterized by excessive water losses.
- Under supervision of the GIS Specialist, develop a monthly plan of zones and stretches to be examined for leakage.
- Use ultrasound and other types of leak detection equipment to conduct leakage surveys over planned stretches.
- Prepare work orders for leak repair for entry to GIS.
- Follow up the results of leak repair activities performed by the Water Department.
- Take regular readings from distribution system flow meters and report to GIS.
- Implement night-flow monitoring programs where feasible.
- As requested by the GIS Specialist, use equipment to locate and characterize distribution or collection system lines.
- In cases of emergency service interruptions, assist repair crews in pinpointing leaks.
- As requested by the Engineering and Projects Supervisor, assist operating Departments in locating valves or buried manholes.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Basic principles of water system design and operation.
- Procedures, methods, practices, materials and equipment used in water transmission and distribution system operation, maintenance and repair.
- Leak detection methods and equipment.
- Principles and practices of water consumption monitoring.
- A variety of common plumbing hand tools and their use.

- Flow meters and isolation valves installation and repair.
- Basic arithmetic principles.
- Principles and procedures of record keeping and reporting.
- Occupational hazards and standard safety practices.
- MMS & GIS system elements and procedures.

Ability to:

- Follow up and review the work of maintenance personnel.
- Read and interpret network and connection maps and diagrams.
- Recognize types of valves, fittings, and pipeline materials.
- Use and calibrate water leak detection equipment and computer equipment.
- Compile technical data and prepare statistical and narrative reports from field studies.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

WORKING CONDITIONS

Environmental Conditions

- Field and office environment, work outdoors most of the time, sometimes in adverse weather, exposed to water, mud, dirt and grease.
- The incumbent will be required to work on several days per month in Wadi Araba and Quwayra.

Level of Physical Effort

- Standing, walking, and sitting; operating motorized vehicles.
- May require climbing, stooping, kneeling, crouching, and crawling.

Irregular Hours Requirements

- The incumbent must be available on call to respond to service interruption emergencies.
- A considerable part of the work will be performed after midnight.

QUALIFICATIONS

Qualifying Education and Experience

- Technical school degree in industrial or computer studies.
- Three years of responsible experience in the maintenance, repair, and installation of water transmission and distribution systems with at least one year's experience using electronic/ultrasound leak detection equipment.

LABORATORY TECHNICIAN

PURPOSE

To perform the full range of chemical, biological, and physical tests on raw and potable water, wastewater, biosolids, and soils.

SUPERVISION

- Receives direction from the Chemist or the Industrial Waste Specialist.
- Exercises direct supervision over Laboratory Assistants.

RESPONSIBILITIES

- Perform chemical, biological, and physical tests including nitrogen species, oil and grease, chemical and biochemical oxygen demand, calorimetric, and volumetric analysis, cyanide, trace metals, heavy metals and bioassay.
- Utilize a wide variety of laboratory equipment including an atomic absorption spectrometer, graphite furnace, gas chromatograph, mercury analyzer, total organic carbon analyzer, and UV/VIS photo-spectrometer to test for heavy metals including mercury and carcinogenic organic compounds.
- Monitor and review the results of the quality assurance/control program; analyze laboratory data and recommend treatment modifications; present data analysis in tabular and graphical forms.
- Maintain accurate and thorough records of laboratory activities and results.
- Oversee and participate in the preparation of chemical reagents.
- Coordinate sample collection schedules with O&M Departments.
- Enter collection and analysis results into computerized and manual databases, prepare reports, tables, and graphs.
- Supervise collecting samples from reservoirs, water and wastewater treatment plants, distribution and collection systems, and receiving waters.
- Assist in the preparation of water quality monitoring program plans and budgets.
- Monitor laboratory supply levels.
- Troubleshoot, clean and maintain laboratory equipment and supplies.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Laboratory techniques, equipment, terminology, and procedures.

- Principles and practices of qualitative and quantitative chemistry, biology, and bacteriology.
- Standard methods for sampling, collection, and analysis of water and wastewater.
- Intermediate mathematics.
- Proper sample collection procedures and techniques.
- Modern laboratory procedures, methods and computer equipment.
- Principles and procedures of record keeping.
- Relevant laws, codes and regulations.
- Occupational hazards and standard safety practices.
- English language.

Ability to:

- Analyze and interpret test results.
- Conduct chemical, biological and physical tests.
- Instruct lab Assistants in the collection of samples and specimens.
- Perform mathematical calculations.
- Operate analytical laboratory instruments.
- Use and maintain laboratory equipment.
- Use computers and a variety of computer software programs.
- Prepare clear and concise technical reports.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Train Laboratory Assistants in laboratory procedures and methodologies.

WORKING CONDITIONS**Environmental Conditions**

- Office or wastewater treatment plant environment.
- Exposure to hazardous chemicals, infectious waste, and computer screens.
- Exposure to untreated and treated wastewater and reclaimed water.

Level of Physical Effort

Walking, standing, and sitting.

Irregular Hours Requirements

Minimal.

QUALIFICATIONS**Qualifying Education and Experience**

- Bachelors degree in biology, chemistry, or a related field.
- Three years of experience conducting a variety of tests in a chemical or biological laboratory.

LABORATORY ASSISTANT

PURPOSE

To conduct water and/or wastewater sampling and perform basic chemical, physical, and basic biological analyses of drinking water and wastewater.

SUPERVISION

Works under direct supervision of Chemist or Laboratory Technician.

RESPONSIBILITIES

- Collect drinking and wastewater samples from treatment plants, distribution and collection systems, reservoirs, and receiving waters.
- Analyze water and sludge samples for total suspended solids, volatile suspended solids, percent solids and percent volatile solids; perform digestion sludge analysis to determine alkaline and volatile acid levels.
- Perform biological oxygen demand and chemical oxygen demand analysis on water samples; perform dissolved oxygen analysis.
- Perform chlorine residual analysis on drinking and wastewater samples; perform ammonia analysis on water samples.
- Participate in conducting microbiological analysis.
- Perform oil and grease analysis on wastewater samples.
- Perform volumetric titration analysis to determine calcium, hardness, alkalinity, chlorine, and sulfate concentration in water.
- Conduct analysis of water samples to determine turbidity, pH, color, odor and temperature; perform nitrate and total organic carbon content analysis on water samples.
- Prepare and standardize chemical reagents to specified volumes and concentrations; prepare microbiological media.
- Enter test results into computer.
- Troubleshoot, clean and maintain laboratory equipment and supplies.
- Analyze surface water utilizing microscopy.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Basic laboratory techniques, equipment, terminology, and procedures.
- Basic principles of qualitative and quantitative chemistry, mathematics, biology, and bacteriology.
- Basic principles of chemical and physical analysis.
- Modern laboratory procedures, methods and computer equipment.

- Local and international laws, codes and regulations.
- Occupational hazards and standard safety practices.
- Basic mathematics.
- Basic computer skills.

Ability to:

- Conduct routine chemical, biological and bacteriological examinations and analyses.
- Conduct routine mathematical calculations.
- Operate analytical laboratory instruments.
- Prepare clear, concise and technical reports.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

WORKING CONDITIONS

Environmental Conditions

- Office, water treatment plant and water treatment distribution system environment.
- Exposure to, confined spaces, hazardous chemicals, infectious waste, noise, machinery, and computer screens.
- Exposure to untreated and treated wastewater and reclaimed water.

Level of Physical Effort

Walking, standing, or sitting for long periods of time; operating motorized vehicles.

Irregular Hours Requirements

Minimal.

QUALIFICATIONS

Qualifying Education and Experience

- Diploma in science with course work in biology, chemistry, or a related field.
- Two years of experience conducting tests in a physical, chemical or biological laboratory is desirable.

CHLORINE AND SAFETY TECHNICIAN

PURPOSE

To install, remove, maintain, calibrate and repair the chlorination equipment in water, and wastewater treatment systems, and to assist the Technical Manager/DGM in assessment of Company wide safety needs.

SUPERVISION

Administrative supervision from Maintenance Supervisor.
Works closely with the Technical Manager/DGM.

RESPONSIBILITIES

- Perform operation rounds inspecting, monitoring and documenting unit operations by reading chlorine units equipment gauges, dials, graphs and other instrumentation.
- Report chlorine consumption at each site, schedule chlorine cylinders refilling.
- Record and verify accuracy of chlorine concentration, chlorine solution flow, pressure and other measuring, recording and transmitting devices used in chlorine systems equipment; perform physical and chemical testing to calibrate systems.
- Operate, adjust, and monitor chlorine units equipment: chlorinators, chlorine cylinders and scales, change over devices, chlorine traps and filters, chlorine pressure reducing valves, chlorine vacuum regulates, chlorine gas dosing systems, instrumentation and control, booster pumps and gauges.
- Maintain, compile and update chlorine units' operations logs and reports.
- Maintain, repair and service chlorination main equipment and instruments including pumps, valves, motors, meters, gauges; and perform preventative maintenance; make recommendations as necessary to replace equipment if repair is not feasible.
- Participate in the ordering of materials and supplies as required.
- Operate, adjust, monitor and maintain chlorine gas detection safety units: gas detectors and sensors, visual and audible alarms.
- Maintain safety equipment: breathing emergency equipment, breathing face mask, safety glasses, stand-alone body and eye shower, ammonia bottles, gloves, rubber suit and warning signs.
- Maintain chlorine manual testing apparatus and material.
- Maintain emergency tools and equipments for cylinder leakage.
- Replace empty chlorine cylinders with full cylinder after checking valve and connection condition.

- Prepare the utility's safety programs: determine needs for protective equipment, assess training needs and deliver training, identify requirements for warning signs over hazardous areas, assess needs for rehabilitation works to improve safety conditions.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- General characteristics and practices of water and wastewater treatment plant operations.
- Basic principles of chlorination system design and operation.
- Operating principles and procedures of chlorination equipment such as chlorinators, valves, pumps, alarms, controls, etc.
- Basic principles of electronic and electrical theory.
- Technical operation and maintenance of modern electronic devices and components.
- Principles, procedures and practices used in the installation, calibration, operation, maintenance and repair of instrument and control systems.
- Tools and equipment used in the installation, maintenance, and repair of instrument and control systems.
- Standard chlorine testing and chlorinator operation procedures.
- Standard principles of chemistry.
- Safe work practices in dealing with chlorine and other dangerous gases.
- First aid; emergency and safety equipment; oxygen-breathing apparatus, breathing face masks, etc.
- English language

Ability to:

- Read and interpret gauges and other recording devices related to chlorine systems operations.
- Operate sophisticated test equipment used for troubleshooting.
- Operate various tools used in testing and repair of equipment.
- Read, interpret and understand technical manuals, schematics, blueprints, drawings, and diagrams.
- Identify safety training, equipment, and rehabilitation needs.
- Design and provide safety training.
- Maintain routine records and compile data into reports.
- Develop, communicate, and apply safe work practices.
- Establish and maintain effective working relationships with those contacted in the course of work.

WORKING CONDITIONS

Environmental Conditions

- Field and treatment plant environment.

- Exposure to chemicals, confined spaces and machinery.
- Periodic exposure to noise, dirt, fumes, vibration, heat, toxic gases, cold and dampness.
- Exposure to hazardous chemicals and gases, untreated and treated wastewater, toxic gases, and infectious materials.
- Incumbents will be required to work several days per month in remote locations such as Disi, Wadi Araba and Quwayra.

Level of Physical Effort

Walking and standing, occasionally lifting/carrying objects; climbing, balancing, stooping, kneeling, crouching, handling, reaching.

Irregular Hours Requirements

Incumbents must be available on call to respond to emergency service requests.

QUALIFICATIONS**Qualifying Education and Experience**

Industrial technical school degree.

Three years of experience in installation, operation, repair and maintenance of chlorination equipment and systems.

Experience in providing safety training to operators and laborers and certification as a safety officer by an accredited Jordanian or international institute of industrial/occupational safety is highly desirable.

CONTROL & INSTRUMENTATION TECHNICIAN

PURPOSE

To install, maintain calibrate and repair the electronics, instrumentation and control systems for water and wastewater system facilities.

SUPERVISION

Receives supervision from assigned managerial or supervisory staff.

RESPONSIBILITIES

- Participate in the installation, wiring, maintenance and repair of all electronic, electro-mechanical control, instrumentation control, hydraulic, pneumatic and other control systems and equipment for water and wastewater systems. Inspect installed systems to assure proper operation.
- Record and verify accuracy of flow, temperature, pressure and other measuring, recording and transmitting devices used in water and wastewater treatment and laboratory equipment; perform physical and chemical testing to calibrate systems.
- Troubleshoot and repair malfunctioning equipment at the component level; ensure maintenance of programmable equipment.
- Maintain calibration, configuration control, preventive maintenance, and system integrity records; recommend calibration intervals; perform routine alignment and calibration on electronic equipment.
- Diagnose, troubleshoot, update and repair malfunctioning systems and equipment, calibration problems and other measuring, recording and transmitting device failures.
- Inspect and repair equipment and wiring; makes recommendations as necessary to replace equipment if repair is not feasible.
- Perform emergency field repairs of electrical and electronic equipment when needed.
- Assist in maintaining records of maintenance and repair activities.
- Ensure safe and reliable power to all plant processes.
- Participate in the ordering of materials and supplies as required.
- Perform other related duties as required.

REQUIREMENTS

Knowledge of:

- Basic principles of electronic and electrical theory.
- Technical operation and maintenance of modern electronic devices.
- Operating characteristics of major electronic components.

- Principles and practices of instrumentation calibration and alignment procedures.
- Practices and procedures used in the installation, maintenance, operation and repair of SCADA, telemetry, instrument and control systems.
- Tools and equipment used in the installation, maintenance, and repair of SCADA, telemetry, instrument and control systems.
- Occupational hazards and standard safety practices and electrical codes.
- Operations of water, wastewater, reclamation, distribution and collection systems.
- Computer skills.
- English Language.

Ability to:

- Read, interpret and understand technical manuals, electronic schematics, blueprints, drawings, and diagrams.
- Install, modify and repair equipment related to electronics, instrumentation control, telemetry, telecommunications, hydraulics, and pneumatics.
- Calibrate, align and test a variety of processes.
- Maintain detailed records.
- Maintain and repair the controllers, instruments, circuit boards, and electrical board and other associated equipment used.
- Operate a variety of sophisticated electronic test equipment used for troubleshooting.
- Operate various tools, instruments and equipment used in testing and repair of equipment.
- Diagnose and analyze problems and develop effective solutions in accordance with the schematics.
- Have a full understanding of computer systems and the ability to operate and use operation, calibration, diagnosing software programs.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

WORKING CONDITIONS

Environmental Conditions

- Plant or field environment; travel from site to site; exposure to noise, dust, fumes; inclement weather conditions; work with computer and office equipment.
- May require work around untreated water and wastewater.
- Some incumbents may be required to spend several days per month working in remote locations (Disi, Wadi Araba, and Quwayra).

Level of Physical Effort

- Essential functions may require maintaining physical condition necessary for standing, walking, or sitting for prolonged periods of time.
- Operating motorized vehicles.
- May require lifting objects.
- Also includes climbing ladders, stooping, kneeling, crouching, crawling, color determination and diagnosing equipment maintenance needs through listening and feeling machine surfaces.

Irregular Hours Requirements

Incumbents must be available on call to respond to emergency service requests.

QUALIFICATIONS**Qualifying Education and Experience**

- Industrial technical school degree.
- Five years covering installation, repair and maintenance of water and wastewater control or similar electronic equipment, including experience with both analog and digital electronic systems and electro-mechanical control systems.

MAINTENANCE TECHNICIAN

PURPOSE

Lead, oversee, participate, and perform a variety of skilled mechanical work involving installation, maintenance and repair activities for a variety of water collection, distribution, wastewater collection and wastewater treatment systems equipments; and to perform a variety of technical tasks relative to assigned area of responsibility.

SUPERVISION

- Receives supervision from the Maintenance Supervisor.
- May exercise technical supervision over lower level staff.

RESPONSIBILITIES

- Lead, inspect, diagnose, and locate difficulties and faults in a variety of water transmission and distribution, wastewater treatment and collection systems electromechanical equipments including installing, disassembling and repairing pumps, screens, aerators, air compressors and blowers, scrapers, valves, controls, analyzers, feeders, generators, transformers, gauges, and other related equipment.
- Lead, oversee, and participate in the installation, maintenance and repair of water transmission and distribution system, wastewater treatment and collection systems electromechanical equipment.
- Lead, oversee, inspect, maintain, repair and overhaul air valve, vacuum breakers, control valves, check valves, isolation gate and butterfly valves.
- Lead in the installation of pumps for use in pump stations; maintain and repair pump stations as necessary.
- Lead, participate, and perform preventive maintenance functions on water and wastewater system equipment; identify equipment maintenance needs.
- Lead, directs, and performs preventive maintenance functions on water, wastewater and reclaimed systems equipments; identify equipment maintenance needs.
- Ensure parts and equipment are lubricated; packings and bearings are replaced in pumps and motors; motor oil is changed.
- Ensure that electromechanical equipment and machinery operating data is properly read, logged, compiled, and recorded.
- Train employees to interpret drawings, blueprints, schematics and diagrams for a variety of utility systems.
- Lead, participate, and perform general utility maintenance activities including reservoir cleaning, checking reservoir levels, and inspecting reservoirs and drains for leakage; perform routine water distribution and collection system repair, cleaning, and painting activities.

- Assist the Maintenance Department Manager in preparation of the utility's annual maintenance plans and budgets.
- Ensure records on work, time, and material usage are maintained.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Practices and procedures used in the installation, maintenance and repair of water and wastewater electrometrical systems.
- Principles of mechanical and electrical theory.
- Materials, equipment and tools used in repair and maintenance activities.
- Tools, equipment, and procedures used in the overhaul, repair, and adjustment of utility distribution system equipment.
- Procedures of preventive maintenance related to utility equipment and machinery.
- Purchasing module of the company's computerized financial accounting system.
- Occupational hazards and standard safety practices necessary in the area of work assigned.
- Basic principles and procedures of record keeping.
- Safe work practices.

Ability to:

- Troubleshoot electromechanical water and wastewater equipment.
- Diagnose, disassemble, and repair water and wastewater system equipment.
- Analyze problems and develop effective solutions and accurately determine mechanical and electrical repair needs.
- Read and interpret equipment manuals, blueprints, and schematics.
- Train employees to use and operate hand tools, power tools, and equipment in a safe and efficient manner.
- Train employees to perform journey level semi-skilled installation, repair and maintenance activities.
- Conduct queries and print reports in the Company's computerized purchasing system.
- Establish and maintain effective working relationships with those contacted in the course of work.

WORKING CONDITIONS

Environmental Conditions

- Field and wastewater treatment plant environment; exposure to chemicals, confined spaces, machinery and computer screens.

- Positions in this level have periodic to frequent disagreeable working conditions including noise, dirt, fumes, vibration, heat, toxic gases, cold and dampness.
- Occasional exposure to hazardous chemicals, untreated and treated wastewater and infectious materials.
- Incumbents will be required to work several days per month in remote areas such as Disi, Wadi Araba, and Quwayra.

Level of Physical Effort

- Essential and marginal functions may require maintaining physical condition necessary for standing, walking, bending, climbing or stooping for prolonged periods of time.
- Moderate to heavy lifting; and operating motorized vehicles.

Irregular Hours Requirements

Incumbents must be available on-call to respond to emergency service requests.

QUALIFICATIONS**Qualifying Education and Experience**

- Industrial technical school degree.
- Five years of increasingly responsible mechanical repair involving the installation, repair and maintenance of water and wastewater electromechanical equipment.

ELECTRICAL TECHNICIAN

PURPOSE

To carry out a variety of skilled and semi-skilled electrical work involving the installation, troubleshooting and repair of water and wastewater utility electrical equipment and systems; and to perform a variety of technical tasks relative to assigned area of responsibility.

SUPERVISION

- Receives general supervision from designated Department manager or supervisor.
- May exercises functional and technical supervision over lower level staff.

RESPONSIBILITIES

- Inspect, diagnose, and locate difficulties and faults in a variety of water transmission and distribution systems electromechanical equipment including installing, disassembling and repairing transformers, standby generators, screens, scrappers, aerators, motor control panels, electrical motors, control and power panels, cables & control wiring, light fixtures and other related equipment.
- Participate in the installation, troubleshooting maintaining and repair of electrical equipment and control systems.
- Participate in the installation and maintaining and repair of electrical low voltage power and control cable joints.
- Perform routine and preventive maintenance functions on water systems electrical equipments; identify equipment maintenance needs.
- Ensure parts and equipment are earthed and lubricated.
- Install electrical power and control equipment and distribution panels; wire facilities according to blue prints or verbal requests; establish power load capacities and balance panels.
- Install and maintain power systems including transformers and generators.
- Install, maintain low voltage power cable joints between water and wastewater equipments i.e. pumps, screens, aerators, actuators, blowers, compressors, mixers, agitators, etc. and motor control centers and main power distribution panels.
- Install, maintain and repair field lighting and street lighting.
- Locate, test and troubleshoot underground low voltage lines.
- Operate and work with an aerial bucket, aerial lift, boom truck, trencher, forklift or related equipment as needed.
- Examine various electrical systems and make recommendations for new equipment, repairs and modifications.
- Coordinate maintenance work with other Sections and Departments.

- Estimate time, materials, and equipment required for jobs assigned.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Practices and procedures used in the installation, maintenance and repair of electrical and electronic systems.
- Practice low power cable jointing.
- Principles of electronics and electrical theory.
- Procedures of preventive maintenance related to water transmission and distribution systems electrical equipments.
- Tools equipments and procedures used in the installation, maintenance and repair of electrical and electronic systems.
- Electrical testing equipment procedures.
- Basic principles and procedures on record keeping and data reporting.
- Occupational hazards and standard safety precautions.

Ability to:

- Perform semi-skilled and skilled activities in the installation, maintenance, and repair of electrical equipment and cable jointing.
- Troubleshoot electrical low power circuits and equipments.
- Read and understand equipment manuals, instructions, technical drawings, plans and diagrams.
- Operate various tools, instruments and equipment used in the testing and repair of electrical equipment and cable joints.
- Analyze problems and develop effective solutions and accurately determine mechanical repair needs.
- Establish and maintain effective working relationships with those contacted in the course of work.

WORKING CONDITIONS

Environmental Conditions

- Shop/field environment; travel from site to site; exposure to noise, dust, fumes; inclement weather conditions; work around heavy construction equipment.
- May require work around noise, dirt, fumes, vibration, heat, cold, dampness, untreated water and wastewater.
- Some incumbents will be required to work regularly or several days per month in remote locations (Disi, Quwayra, Wadi Araba).

Level of Physical Effort

- Essential and marginal functions may require maintaining physical condition necessary for standing, walking, bending, climbing or stooping for prolonged periods of time.
- Moderate to heavy lifting; and operating motorized vehicles.

Irregular Hours Requirements

Incumbents must be available on call to respond to emergency service requests.

QUALIFICATIONS**Qualifying Education and Experience**

- Industrial technical school degree.
- Five years of responsible electrical repair involving the installation, repair and maintenance of water and wastewater equipment power and control circuits or similar electrical equipment.

MECHANICAL TECHNICIAN

PURPOSE

To carry out a variety of skilled and semi-skilled installation, maintenance and repair activities for water pumping, transmission and distribution system and/or wastewater treatment and collection system equipment.

SUPERVISION

- Receives supervision from designated Department manager or supervisor.
- May exercise technical supervision over lower level staff.

RESPONSIBILITIES

- Inspect, diagnose, and locate difficulties and faults in a variety of water transmission and distribution, wastewater treatment and collection systems electromechanical equipment including installing, disassembling and repairing pumps, screens, aerators, air compressors and blowers, scrapers, valves, controls, analyzers, feeders, generators, transformers, gauges, and other related equipment.
- Participate in the installation of water transmission and distribution system, wastewater treatment and collection systems mechanical equipment.
- Inspect, maintain, repair and overhaul air valve, vacuum breakers, control valves, check valves, isolation gate and butterfly valves.
- Participate in the installation of pumps for use in pump stations; maintain and repair pump stations as necessary.
- Perform routine and preventive maintenance functions on electromechanical equipment; identify equipment maintenance needs.
- Ensure parts and equipment are lubricated; packings and bearings are replaced in pumps and motors; pump sets oil and grease are changed.
- Ensure that data is recorded, logged, and compiled for water pump stations, pressure reducing and control stations.
- Participate, and perform general utility maintenance activities including reservoir cleaning, checking reservoir levels, and inspecting reservoirs and drains for leakage; perform routine water distribution and collection system repair, cleaning, and painting activities.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Practices and procedures used in the installation, maintenance and repair of water and wastewater electrometrical equipment.
- Principles of mechanical and electrical theory.

- Materials, equipment and tools used in repair and maintenance activities.
- Tools, equipment, and procedures used in the overhaul, repair, and adjustment of water transmission and distribution system equipment.
- Procedures of preventive maintenance related to water transmission and distribution and collection system equipment.
- Occupational hazards and standard safety practices necessary in the area of work assigned.
- Basic principles and procedures of record keeping and data reporting.
- Safe work practices.

Ability to:

- Perform routine semi-skilled and skilled activities in the installation, repair and maintenance of water and wastewater systems equipments.
- Troubleshoot electromechanical water and wastewater equipments.
- Solve problems and develop effective solutions and accurately determine mechanical repair needs.
- Oversee and maintain a variety of maintenance and repair records.
- Read and understand various manuals, instructions, blueprints, and schematics.
- Understand and follow oral and written directions.
- Use and operate hand tools, power tools, and equipment in a safe and efficient manner.
- Perform journey level semi-skilled and skilled installation, repair and maintenance activities.
- Work independently in the absence of supervision.
- Establish and maintain effective working relationships with those contacted in the course of work.

WORKING CONDITIONS

Environmental Conditions

- Field and wastewater treatment plant environment; exposure to noise, dirt, fumes, vibration, heat, toxic gases, cold and dampness.
- Occasional exposure to hazardous chemicals, untreated and treated wastewater and infectious materials.
- Some incumbents may be required to work in remote locations (Disi, Quwayra, and Wadi Araba) regularly or for several days per month.

Level of Physical Effort

- Essential and marginal functions may require maintaining physical condition necessary for standing, walking, bending, climbing or stooping for prolonged periods of time.
- Moderate to heavy lifting; and operating motorized vehicles.

Irregular Hours Requirements

Incumbents must be available on call to respond to emergency service requests.

QUALIFICATIONS

Qualifying Education and Experience

- Industrial technical school degree.
- Three years of responsible mechanical repair involving the installation, repair and maintenance of water and wastewater electromechanical equipment or similar experience.

VEHICLE ELECTRICIAN

PURPOSE

To perform semi-skilled and skilled electrical and electronic maintenance and repair services on vehicles and equipment; to maintain and repair gasoline and diesel powered automotive, heavy and light construction equipment, and other power driven equipment.

SUPERVISION

- Receives supervision from Maintenance Supervisor.

RESPONSIBILITIES

- Perform skilled electrical maintenance and repair duties involving repairs to gasoline and diesel powered automotive, heavy and light construction equipments, and other power-driven equipment.
- Inspect, diagnose and locate electrical and electronic difficulties on a variety of gasoline or diesel powered vehicles and equipment, using state of the art electronic measuring and testing equipment.
- Diagnose, maintain and repair electrical systems components, ignition systems, Plcs, alternators, high voltage power generators, starters and batteries.
- Replace or repair faulty parts including batteries, chargers, condensers, control panels, fuses, Plcs, alternates, and related parts and equipment.
- Tune up engines by replacing ignition parts and reconditioning and adjusting carburetors, throttle body and port fuel injection systems and propane fuel systems; repair and maintain emission control and alternative fuel systems.
- Repair and replace components including generators, distributors, relays, lights, switches, and high voltage light systems, with outside assistance as necessary.
- Assist in the purchasing of equipment maintenance parts and materials.
- Respond to field emergencies as needed.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Tools, equipment, and procedures used in the maintenance and repair of gas and diesel powered equipment.
- Procedures of preventive maintenance related to automotive, heavy and light construction equipment.
- Operating and repair characteristics of a wide variety of automotive, light and heavy equipment.

- Operation and care of internal combustion engines and hydraulic equipment.
- Methods, materials, equipment and tools used in routine welding and fabrication work.
- Safe work practices.
- Relevant laws regulating emission controls, brakes, and lamps.

Ability to:

- Perform difficult equipment electrical and electronic work including the diagnosing, troubleshooting, fabricating, and repair of equipment.
- Perform electrical inspections, difficult and complex testing.
- Accurately determine electrical repair needs and estimate the cost and time of repairs.
- Use a variety of equipment maintenance tools and equipment.
- Document and report all work on equipment.
- Read and apply factory service manual repair techniques and procedures, and understand blueprints, and schematics.
- Understand and follow oral and written directions.
- Establish and maintain cooperative working relationships with those contacted in the course of work.

WORKING CONDITIONS**Environmental Conditions**

Workshop environment; exposure to noise, dirt, fumes and machinery.

Level of Physical Effort

- Lifting and/or carrying of objects, walking, standing, kneeling or sitting for long periods of time.
- Operating motorized vehicles.

Irregular Hours Requirements

Infrequent.

QUALIFICATIONS**Qualifying Education and Experience**

- Industrial technical school degree with course work in electrical and diesel, petrol vehicles repair or related area.
- Three years of experience performing minor and major equipment repair duties including experience in the maintenance of both diesel and gas powered equipment.

VEHICLE MECHANIC

PURPOSE

To perform semi-skilled and skilled mechanical and hydraulic maintenance and repair services on vehicles and equipment; to maintain and repair gasoline and diesel powered automotive, heavy and light construction, and other power driven equipment.

SUPERVISION

- Receives supervision from Maintenance Supervisor.

RESPONSIBILITIES

- Perform skilled maintenance and repair duties involving repairs to gasoline and diesel powered automotive, heavy and light construction equipment, and other power-driven equipment.
- Inspect, diagnose and locate mechanical difficulties on a variety of gasoline or diesel powered vehicles and equipment, using state of the art electronic equipment.
- Diagnose, maintain, repair and recondition hydraulic systems; diagnose and repair front and rear drive axles, drive train components, belts, gears, chain drives and propeller shafts.
- Replace or repair faulty parts including wheel bearings, clutches, brakes, oil seals, shock absorbers, exhaust systems, steering mechanisms, and related parts and equipment.
- Tune up engines by replacing ignition parts and reconditioning and adjusting carburetors, throttle body and port fuel injection systems and propane fuel systems; repair and maintain emission control and alternative fuel systems.
- Repair and replace components including generators, distributors, brake systems including wheel cylinders, master cylinders, disc pads, machine drums and rotors, hydraulic and air brakes, with outside assistance as necessary.
- Disassemble and assemble the whole engine; may perform gasoline engine overhaul with assistance.
- Assist in the purchasing of equipment maintenance parts and materials.
- Respond to field emergencies as needed.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Tools, equipment, and procedures used in the overhaul, repair, and adjustment of gas and diesel powered equipment.

- Procedures of preventive maintenance related to automotive, heavy and light construction equipment.
- Principles and procedures of hydraulic systems.
- Operating and repair characteristics of a wide variety of automotive, light and heavy equipment.
- Operation and care of internal combustion engines and hydraulic equipment.
- Methods, materials, equipment and tools used in routine welding and fabrication work.
- Safe work practices.
- Relevant laws regulating emission controls, brakes, and lamps.

Ability to:

- Perform difficult equipment mechanic work including the diagnosing, troubleshooting, fabricating, and repair of equipment.
- Independently perform mechanical inspections, difficult and complex testing.
- Accurately determine mechanical repair needs and estimate the cost and time of repairs.
- Use a variety of equipment maintenance tools and equipment.
- Document and report all work on equipment.
- Read and apply factory service manual repair techniques and procedures, and understand blueprints, and schematics.
- Understand and follow oral and written directions.
- Use modern, sophisticated test equipment to diagnose and repair automotive equipment.
- Establish and maintain cooperative working relationships with those contacted in the course of work.

WORKING CONDITIONS

Environmental Conditions

Workshop environment; exposure to noise, dirt, fumes and machinery.

Level of Physical Effort

- Essential functions may require maintaining physical condition necessary for lifting and/or carrying of objects, walking, standing, kneeling or sitting for long periods of time. Operating motorized vehicles.

Irregular Hours Requirements

Infrequent.

QUALIFICATIONS

Qualifying Education and Experience

- Industrial technical school degree with major course work in mechanics and diesel, petrol vehicles repair or related area.
- Three years of experience performing minor and major equipment repair duties including experience in the maintenance of both diesel and gas powered equipment.

METER TECHNICIAN

PURPOSE

To maintain, repair, adjust and calibrate water meters.

SUPERVISION

Receives direction from the Connections Supervisor.

RESPONSIBILITIES

- Diagnose and repair malfunctioning water meters, calibration problems and other measuring, recording and transmitting device failures. Make recommendations to replace equipment if repair is not feasible.
- Troubleshoot and repair malfunctioning water meters at the component level; ensure maintenance of mechanical rotating parts and electrical parts where applicable.
- Recommend calibration intervals; perform routine calibration program on water meters.
- Receive service orders based on the previous day's readings and problems; create notes for supervisor regarding abnormal water meters.
- Perform emergency field repairs of water meters when needed.
- Maintain records of meter maintenance and repair activities.
- Maintain spare water meters and spare parts.
- Make recommendations to supervisory personnel on the reliability and maintenance features of various meter brands and models.
- Participate in annual planning and budgeting of meter replacement and calibration program.
- Assist in preparing terms of reference for meter repair service contracts.
- Perform other related duties as assigned.

REQUIREMENTS

Knowledge of:

- Principles and practices of instrumentation, calibration, and alignment of various water meters.
- Tools and equipment used in the installation, calibration, maintenance, and repair of various water meters.
- A variety of common plumbing hand tools and their use.
- Procedures and terminology used in the plumbing trade.
- Flow meter and isolation valve installation and repair.
- Techniques of soldering, brazing, and minor welding.
- Occupational hazards and standard safety practices.
- Principles and procedures of record keeping and reporting.

- Relevant policies and procedures.

Ability to:

- Diagnose and analyze problems and develop effective solutions; identify and learn to repair minor water meter irregularities and recommend how they can be corrected.
- Calibrate, align and test a variety of water meters.
- Operate a variety of electronic test equipment used for water meter troubleshooting and repairing. Use journeyman plumbing tools.
- Read and understand technical manuals, characteristics, procedures, schematics, drawings and diagrams of various water meters.
- Maintain accurate and up-to-date records.
- Perform basic arithmetic calculations.
- Establish and maintain effective working relationships with those contacted in the course of work.

WORKING CONDITIONS**Environmental Conditions**

- Mainly workshop environment, may work outdoors, sometimes in adverse weather.
- Exposure to water, mud, dirt and grease.

Level of Physical Effort

- Essential functions may require maintaining physical condition necessary for standing, walking, or standing for prolonged periods of time and operating motorized vehicles.
- May require lifting objects.
- Also includes climbing ladders, stooping, kneeling and crouching.

Irregular Hours Requirements

Minimal.

QUALIFICATIONS**Qualifying Education and Experience**

- Industrial technical school degree.
- Two years of responsible experience in maintaining, calibrating and repairing water meters and operating associated testing and calibration instruments and equipment.
- Two years of plumbing experience.

ADMINISTRATIVE ASSISTANT

PURPOSE

To assist the General Manager in the preparation of agendas, minutes, memoranda, and company publications and reports.

SUPERVISION

Receives direct supervision from the General Manager.

RESPONSIBILITIES

- Coordinate the preparation of the schedule of Board meetings and the preparation and compilation of Board papers by Directors.
- Maintain files of Board agendas, minutes, and decisions.
- Maintain an “action file” on all pending Board inquiries and recommended actions.
- Prepare draft internal memoranda of the General Manager as requested, and manage internal distribution as instructed.
- Prepare and maintain distribution lists for memoranda and reports.
- Conduct various types of internal follow up as requested and instructed by the General Manager.
- Coordinate the production and dissemination of the Annual Report.
- Provide editing and quality control of the company’s publications and reports.
- Review and as necessary edit/perform English-Arabic and Arabic-English translations.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Word processing, Excel, and MS Project programs.
- English language.

Ability to:

- Prepare clear and concise memoranda and edit technical reports.
- Quickly understand the policy, management, and regulatory framework of company activities.
- Prepare concise, focused, and accurate minutes of meetings.
- Recognize and obtain resolution of ambiguities or unclarities in verbal or written statements or responses from General Manager or Department managers.

- Excellent English and Arabic reading and writing skills.

WORKING CONDITIONS

Environmental Conditions

Office environment.

Level of Physical Effort

Sitting, walking, standing.

Irregular Hours Requirements

Minimal.

QUALIFICATIONS

Qualifying Education and Experience

- Bachelors degree with excellent grade in management, business administration, social sciences, or humanities.
- Three years experience as a management assistant, executive secretary, public relations officer, or technical writer.
- Experience in working with boards of directors is an advantage.

SECRETARY

PURPOSE

To perform executive secretarial and general office duties, assist Company managers with clerical and administrative duties; take and transcribe a wide variety of dictation, maintain administrative records, and prepare a variety of reports.

SUPERVISION

Works under the direct supervision of the assigned manager.

RESPONSIBILITIES

- Take and transcribe dictation of complex subject matter for correspondence, memoranda, minutes of meetings, and similar items, a portion of which is of a confidential nature.
- Type letters, stencils, mats, reports and other material from rough draft or prepared copy; and complete forms and form letters with designated or routine information.
- Answer telephone, relay messages, and arrange appointments for company managers.
- Assemble necessary data required for correspondence and route mail.
- Maintain necessary time, attendance, payroll and other personnel records, following standardized procedure.
- File correspondence, documents, and other material according to the established filing system.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- High level of proficiency and versatility with word processing, spreadsheets, and power point applications.
- Arabic and English language spelling, grammar and punctuation.
- Shorthand.

Ability to:

- Maintain high level of attention to detail.
- Balance a variety of competing work priorities.
- Organize computer files and folders for easy identification and retrieval.
- Type ____ words per minute.
- Maintain effective relationships with managers, staff, and the public.
- Interact courteously with staff and the public.

WORKING CONDITIONS

Environmental Conditions

Office environment

Level of Physical Effort

- Sitting, walking, standing, bending, crouching.
- Some tasks require sustained visual or audial concentration.
- Exposure to computer screens.

Irregular Hours Requirements

Minimal

QUALIFICATIONS

Qualifying Education and Experience

- Graduation from secondary school, supplemented by a one-year secretarial course.
- Five years' experience in typing, transcribing dictation, and at least three years' responsible experience in filing and office administration services.

CUSTOMER SERVICE REPRESENTATIVE

PURPOSE

To receive and record customer service requests and inquiries, initiate utility responses, and follow up utility responses.

SUPERVISION

Works under the direct supervision of the Customer Relations Supervisor.

RESPONSIBILITIES

- Receive customer visitors or phone calls, understand the customer's request or inquiry, and prepare visit/call report for customer file.
- In case of service request or report of wastage, leakage, thefts, or safety hazard, prepare on-line MMS service request.
- In case of request for connection, conduct initial CIS queries for prior accounts, help customer to complete connection application forms, explain application and connection procedures and charges, explain utility billing and collection policies and procedures.
- In case of a question or challenge regarding bills, conduct initial on-line CIS queries, resolve problem if possible or prepare note for Billing Section.
- Receive customer payments and issue receipts.
- Negotiate installment payment plans for domestic users in accordance with Company policies and procedures. Prepare notes for Billing Section.
- Enter customer service requests and complaints to on-line customer relation management system, follow up pending cases according to prescribed periodicities.
- Distribute utility educational or promotional materials as instructed.
- Respond to general customer inquiries.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Wide range of Company customer service policies and procedures.
- Basic components of water and wastewater utility systems.
- MMS and CIS systems operations and screens.
- Customer records filing system.
- Company organization structure, Sectional functions, and position responsibilities.

Ability to:

- Interact courteously with customers and the general public.
- Interview customers to obtain a precise understanding of their requests, complaints, or inquiries.
- Operate in a multi-line telephone system environment.
- Prepare clear and concise notes for MMS or CIS.
- Maintain a high level of attention to detail.
- Manage multiple demands on attention.
- Maintain a high level of integrity.
- Maintain a continuously high level of commitment to resolving customer problems.

WORKING CONDITIONS

Environmental Conditions

Office environment. Exposure to computer screens.

Level of Physical Effort

Sitting, walking, standing.

Irregular Hours Requirements

This position may be subject to shift rotations.

QUALIFICATIONS

Qualifying Education and Experience

- Secondary school certificate.
- Some call center experience is desirable.

SENIOR ASSESSMENT CLERK

PURPOSE

To direct and participate in implementing assessments of billing system exceptions or customer complaints which indicate exceptionally high or low water consumption.

SUPERVISION

- Works under supervision of the Billing Supervisor.
- Exercises technical supervision over Assessment Clerks and Inspection Technician.

RESPONSIBILITIES

- Assign assessment cases to Assessment Clerk or Inspection Technician, and carry out desk assessments.
- Review and approve desk assessment notes; make recommendations to Billing Supervisor to enter original reading or implement field assessment.
- Review and approve field assessment notes.
- Make recommendations to the Billing Supervisor regarding proposed Company actions, such as meter replacement or repair, disconnections, or change in customer profile.
- Make notes of approved actions for incorporation into customer files and records.

REQUIREMENTS

Knowledge of:

- Operational characteristics of water meters and house connections.
- Typical variables affecting levels of water usage by various types of user.
- Elements of customer file/profile documentation.
- Assessment forms and procedures.
- Meter reading and billing procedures.
- Spreadsheet applications.

Ability to:

- Make considered judgments about need for field assessment.
- Train assessment clerks and field assessors in preparation of clear and concise assessment notes and assessment forms.
- Plan and monitor assessment workload.
- Develop efficient routes for field assessment.

WORKING CONDITIONS

Environmental Conditions

Office environment.

Level of Physical Effort

Sitting, walking, standing.

Irregular Hours Requirements

Minimal

QUALIFICATIONS

Qualifying Education and Experience

- Secondary or technical school degree.
- Three years experience in assessment function.

ASSESSMENT CLERK

PURPOSE

To investigate, by means of review of records, meter readings identified as exceptionally high or low by the billing system or customer complaint.

SUPERVISION

Works under the direction of the Senior Assessment Clerk.

RESPONSIBILITIES

- Receive lists of exceptional readings from Billing System Operator or Customer Service Representative.
- Review customer file documentation for indication of possible reasons for exceptional consumption level. Return customer records to Customer Files Clerk.
- Review meter reading lists and billing system entries for indication of possible errors in data entry.
- Prepare desk assessment notes for Senior Assessment Clerk.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Meter reading meter reading data entry, billing, and collection procedures.
- Customer files documentation.
- Assessment forms and procedures.
- Typical variables affecting levels of water consumption.

Ability to:

- Follow standardized desk assessment checklist procedures.
- Interpret customer file documentation.
- Maintain effective work relationships with co-workers.
- Recognize obvious errors in meter reading data and obvious and subtle errors in data entry.

WORKING CONDITIONS

Environmental Conditions

Office environment.

Level of Physical Effort

Sitting, standing, walking, crouching, bending.

Irregular Hours Requirements

Minimal.

QUALIFICATIONS

Qualifying Education and Experience

- Technical school degree.
- Preferably, some experience in meter reading, billing data entry, or customer files management.

CUSTOMER FILES CLERK

PURPOSE

To maintain the customer records control and filing system.

SUPERVISION

Receives direct supervision from the Billing Supervisor.

RESPONSIBILITIES

- Sort, index, inventory and file all types of customer records, including applications, drawings, correspondence, and notices.
- Maintain index, inventory and cross reference files.
- Maintain constant record of the physical location of all records withdrawn from files.
- Assist designated personnel in use of indexes and files in locating desired records; obtain copies of these records when required.
- Prepare and maintain index cards, file content directories, and related controls.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- The company's customer classification systems and codes.
- Basic understanding of customer policies and procedures adequate to determining the status and completeness of customer documentation.
- Word processing and spreadsheet applications.

Ability to:

- Read and write Arabic, read English.
- Conduct queries and print reports in the CIS database.
- Maintain a high level of attention to detail.
- Maintain files in proper order.
- Maintain files in orderly and neat condition.
- Maintain effective work relationship with co-workers.
- Maintain high level of personal integrity.

WORKING CONDITIONS

Environmental Conditions

Office environment.

Level of Physical Effort

- Sitting, walking, standing, bending, stooping.
- Light lifting.

Irregular Hours Requirements

Minimal

QUALIFICATIONS

Qualifying Education and Experience

- Commercial or secretarial school degree.
- Two years experience in responsible filing or clerical work.

DATA ENTRY CLERK

PURPOSE

To enter customer meter reading, billing, and bill collection data to the customer information system.

SUPERVISION

Works under the supervision of the Billing Supervisor.

RESPONSIBILITIES

- Enter meter readings. Report exception messages to the Senior Assessment Clerk.
- Enter bill delivery status codes.
- Enter payment data.
- Enter new customer profiles, edit existing customer profiles as instructed.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

Billing system data entry screens and routines.

Ability to:

- Maintain high level of concentration on routine data entry processes for extended periods of time.
- Maintain a high level of visual discrimination and typing accuracy in data transcription.

WORKING CONDITIONS

Environmental Conditions

Office environment. Exposure to computer screens.

Level of Physical Effort

- Sitting, typing.
- Position requires a high level of visual concentration and entails long stretches of physical immobility.

Irregular Hours Requirements

Position may be subject to shift rotations.

QUALIFICATIONS

Qualifying Education and Experience

- Technical school degree or two years of secondary school.
- Three years experience in data entry.

SPECIAL ACCOUNTS CLERK

PURPOSE

To manage the accounts of large industrial/commercial or governmental users.

SUPERVISION

Works under the direction of the Collection Supervisor.

RESPONSIBILITIES

- Follow up and document negotiations on water, wastewater, and reuse connection contracts with large or governmental users within approved authority limits.
- Receive and respond to special service requests by special customers. Assess charges for special requests.
- Elicit, document, and facilitate preferred methods and schedules of payment by special customers within approved authority limits.
- Follow up and document payments by special customers and ensure proper CIS debiting/crediting of special accounts.
- Prepare documentation and notices related to all Company actions toward special customer connections, prepare instructions for implementing Section, and follow up Company actions.
- Negotiate and program arrears installment payments for special customers within approved authority limits.
- Maintain copies of correspondence with special customers.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Company customer service policies and procedures.
- Methods of bank statement/account reconciliation.
- Word processing and spreadsheet applications.
- CIS screens, operations, and data management procedures.
- Accounts receivable and cash management modules of the Company's financial accounting system.
- Corporate and/or governmental accounts payable systems.
- English language.

Ability to:

- Relate effectively to counterpart account representatives.

- Prepare clear and concise instructions for concerned Company Section regarding special customer service special requests, and follow up company action.
- Prepare clear and concise connection contracts, memoranda, recommendations and correspondence.
- Conduct queries and print reports from special databases.
- Maintain a high level of integrity.

WORKING CONDITIONS

Environmental Conditions

- Office environment.
- May entail travel to Amman to meet with customer representatives.

Level of Physical Effort

Sitting, walking, and driving.

Irregular Hours Requirements

Minimal

QUALIFICATIONS

Qualifying Education and Experience

- Bachelors degree. Coursework in accounting.
- Three years experience in a responsible position in sales, large customer service, or accounts payable functions.

DISCONNECTION CLERK

PURPOSE

To prepare disconnection orders and serve as the Collection Department liaison with the Connections Department.

SUPERVISION

Works under the direction of Collection Supervisor.

RESPONSIBILITIES

- Receive details of customer accounts which have exceeded credit limits, ranked by sensitivity code and other criteria set by Customer Service Division Manager in accordance with Company credit policy.
- Ensure that required warnings have been delivered and that cases are not under review.
- Work with the Connections Supervisor to schedule disconnections according to Division policy.
- Prepare customer status change data entry forms for supervisory review en route to billing system; follow up data entry.
- Work with the Connections Supervisor to plan testing of disconnected properties for illegal reconnection, follow-up implementations.
- Interview applicants for reconnection.
- May perform analyses of trends in connections history and draw recommendations for customer disconnection and debt policy.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Company connection policies and procedures
- Principles of financial analysis and forecasting methods.
- CIS database structure, screens, and operations.
- Word processing and spreadsheet applications.

Ability to:

- Prepare concise and comprehensive disconnection orders.
- Conduct queries and print reports from customer database.
- Share information and ideas with Connection Inspectors.
- Interview customers.
- Maintain high levels of integrity.

WORKING CONDITIONS

Environmental Conditions

Office environment

Level of Physical Effort

Sitting, walking, and exposure to computer screens.

Irregular Hours Requirements

Minimal

QUALIFICATIONS

Qualifying Education and Experience

- Bachelors degree in business, economics, or finance.
- Three years work in accounts receivable or credit control function.

DEBT RECOVERY CLERK

PURPOSE

To manage the Company's aged accounts receivable.

SUPERVISION

Works under the direction of the Collection Supervisor.

RESPONSIBILITIES

- Receive details of customer accounts which have exceeded credit limits, ranked by sensitivity code and other criteria set by Customer Service Department Manager in accordance with Company credit policy.
- Ensure that required warnings have been delivered and that cases are not under review.
- Work with the Connections Supervisor to schedule disconnections according to Department policy.
- Prepare customer status change data entry forms for supervisory review en route to billing system; follow up data entry.
- Work with the Connections Supervisor to plan testing of disconnected properties for illegal reconnection, follow-up implementations.
- Interview applicants for reconnection.
- May perform analyses of trends in connections history and draw recommendations for customer disconnection and debt policy.
- Maintain up-to-date records of amounts owed and paid by discontinued customer accounts.
- Maintain correspondence with discontinued customers to recover arrears.
- Negotiate payment plans within approved authority limits, and document preferred modes and schedules of payment.
- Follow changes of address and bank by discontinued customers.
- Prepare documentation and make recommendations to write off unrecoverable debts.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Company customer service policies and procedures.
- Relevant Jordanian and international laws and codes on debt recovery.
- Word processing and spreadsheet applications.
- CIS screens, operations, and data management procedures.

- Corporate and/or governmental accounts payable systems.
- English language.

Ability to:

- Negotiate with large corporate or governmental customers.
- Relate effectively to counterpart account representatives.
- Conduct queries and print reports in the computerized CIS and accounts receivable systems.
- Prepare clear and concise memoranda, recommendations and correspondence.
- Maintain high levels of integrity.

WORKING CONDITIONS

Environmental Conditions

- Office environment.
- May entail travel to Amman to meet with customer representatives.

Level of Physical Effort

Sitting, walking, and driving.

Irregular Hours Requirements

Minimal.

QUALIFICATIONS

Qualifying Education and Experience

- Diploma in business studies, with coursework in accounting.
- Experience in credit control or accounts receivable functions.

OBJECTIONS CASEWORKER

PURPOSE

To process the Company's caseload of objections and appeals to Company decisions regarding billing, change in user class, illegal use, disconnection, and penalty assessments.

SUPERVISION

Works under the direction of the Collections Supervisor.

RESPONSIBILITIES

- Open files and maintain log of customer objections and appeals.
- Compile and complete case documentation.
- Prepare recommendations based on relevant Company policies and procedures.
- Follow up pending questions, conduct or recommend additional investigations as instructed.
- Maintain an up-to-date log of accounts undergoing objections-based meter testing.
- Translate decisions into specific accounting, collection, or administrative measures; instruct concerned Section in how to implement measures, follow up on implementation.
- Assess charges for objection case processing as applicable.
- Recommend improvements to relevant policies and procedures.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Company customer service systems, policies, and procedures.
- Spreadsheet and word processing applications.
- CIS screens and procedures.

Ability to:

- Prepare clear and concise memoranda, recommendations, and instructions.
- Translate general decisions into appropriate, specific, actionable measures.
- Maintain up-to-date files, records, and work logs.
- Conduct queries and print reports from the CIS and A/R databases.
- Communicate effectively with customers.
- Maintain effective relationships with co-workers.

WORKING CONDITIONS

Environmental Conditions

- Office environment.
- The incumbent may be required to work some days per month in Quwayra or Wadi Araba.

Level of Physical Effort

Sitting, walking, and standing.

Irregular Hours Requirements

Minimal.

QUALIFICATIONS

Qualifying Education and Experience

Diploma in humanities or commerce, plus one year experience in customer service function, including customer contact, billing, or collections work, ***or tawjihi*** with five years experience in a range of customer service functions.

FIXED ASSETS REGISTRAR

PURPOSE

To identify and register all the assets of the company (and works in progress) for accounting purposes.

SUPERVISION

Receives limited supervision from the Accounting/MIS Supervisor.

RESPONSIBILITIES

- Categorize each asset so that the asset can be listed in the correct accounting line item and in the cost center responsible for use of the asset.
- Ensure that all above-ground items are marked with an asset number.
- Identify asset cost, including costs of additions.
- Enter asset data into computer database.
- Record and enter changes of asset location or use, record scrapping of assets.
- Review all capital purchases and prepare a monthly report of all additions to the assets register.
- Seek cost advice if expenditure exceeds planned amount by percent or amount set by company policy.
- Obtain verification of project completion from Projects Center.
- Maintain records of project expenditure.
- Prepare a monthly report of depreciation expense charged to each cost center and line item, send to Financial Accountant for entry to general ledger.
- Assist in estimating the costs of projects proposed in long-term and annual plans.
- Assist as instructed in the development of maintenance programs.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Basic knowledge of international and governmental accounting standards.
- Basic knowledge of physical components of water and wastewater systems and their uses.
- Good knowledge of fixed assets accounting and depreciation methods.
- Basic knowledge of utility organization and accounting codes.

- Basic knowledge of physical and contractual stages in project implementation and commissioning, project accounting documentation and payments.
- Fixed Assets, Projects, and General Ledger modules of the company's computerized financial accounting system.

Ability to:

- Prepare management reports summarizing the status of projects under construction.
- Maintain manual and computerized fixed asset ledger and project accounts.
- Calculate depreciation rates, accumulated depreciation, etc.
- Conduct queries and print reports from special databases.
- Design and develop spreadsheets.
- Read and interpret construction specifications, invoices, contractor progress reports.
- Coordinate work with that of utility project construction supervisors, Treasurer, and Purchasing and Stores Supervisor.
- English language.

WORKING CONDITIONS

Environmental Conditions

- Office and field environment.
- Exposure to ambient weather conditions, dust, traffic, equipment noise.

Level of Physical Effort

- Sitting, walking, and crouching.
- Operating motorized vehicle.

Irregular Hours Requirements

Minimal.

QUALIFICATIONS

Qualifying Education and Experience

- Diploma in industrial or commercial studies. Coursework in accounting.
- Three years' experience in project management or accounting functions.
- Three years' experience in the public or private water/wastewater industry.

PAYMENTS & PAYROLL CLERK

PURPOSE

To ensure timely payment of employees and creditors and maintain accurate records of these payments.

SUPERVISION

Receives limited supervision from the Accounting/MIS Supervisor.

RESPONSIBILITIES

Accounts Payable

- Receive and record supplier invoices.
- Receive payment authorizations budget managers, or Budget and Cost Accountant.
- Notify the Budget and Cost Accountant of amounts paid as against amounts committed.
- Prepare payment journal vouchers and entries.
- Maintain records of amounts paid and owed to suppliers.
- Maintain correspondence with creditors concerning payments and payment terms.

Payroll

- Review personnel database monthly to ensure that appropriate payroll implications are effected in the payroll database.
- Calculate company contributions to company employee benefit programs; ensure that employee accounts are properly credited or debited. Prepare insurance contribution and deduction documentation for Cashier.
- Edit payroll records to ensure that employees' preferred modes of payment (clerk, bank deposit) are kept up-to-date.
- Design and implement credit controls for Company savings fund loans.

REQUIREMENTS

Knowledge of:

- Purchasing, payroll, and treasury record keeping and procedures.
- Purchasing, payroll, human resource, accounts payable, and general ledger modules of the Company's computerized financial accounting system.
- Social Security deduction computation rules.

Abilities:

- Conduct queries and print reports from special databases.
- Excellent mathematical skills.
- Attentiveness to detail.
- Ability to write clear and concise memoranda.
- Write clearly and concisely.
- Maintain organized, up-to-date records and files.

WORKING CONDITIONS

Environmental Conditions

Office environment. Exposure to computer screens.

Level of Physical Effort

Sitting, walking, and standing.

Irregular Hours Requirements

Minimal.

QUALIFICATIONS

Qualifying Education and Experience

- Diploma in commercial or business studies, with coursework in accounting.
- Five years experience in the purchasing or payroll function of a registered company.

CASHIERING CLERK

PURPOSE

To perform a variety of clerical duties relating to receipt and disbursement of Company funds.

SUPERVISION

Works under supervision of the Cashier.

RESPONSIBILITIES

- Receive, code, log, and enter various cash and check receipts; make annotations as appropriate.
- Prepare, code, log, and (if authorized) enter authorized cash disbursements and cash journal entries; make annotations as appropriate.
- Assist the Treasurer in preparing various types of reconciliation statements.
- Make and record petty cash disbursements.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Basic principles of accounting.
- Reconciliation methods.
- Company organization and accounting codes.
- Cash management, payroll, accounts payable, accounts receivable, and general ledger modules of the Company's computerized financial accounting system.
- Word processing and spreadsheet applications.

Ability to:

- Maintain high standards of integrity.
- Conduct queries and print reports in special databases, edit cash journal data.
- Maintain a high level of attention to detail.
- Understand and apply relevant policies and procedures.
- Maintain effective relationships with other employees.
- Maintain courteous and effective working relationships with counterparts in banks.

WORKING CONDITIONS

Environmental Conditions

Office environment. Exposure to computer screens.

Level of Physical Effort

Sitting, standing, walking, and crouching.

Irregular Hours Requirements

Incumbent is expected to work according to a schedule which involves late arrival and late departure in order to await Quwayra receipts.

QUALIFICATIONS**Qualifying Education and Experience**

- Diploma in commercial studies.
- Three years experience in responsible clerical positions in accounting or cashiering functions.

BENEFITS CLERK

PURPOSE

To administer the Company's medical benefits plan.

***Note:** This job description assumes that the Company's network of medical service providers has been assembled and contracted and that the lists of allowable service charges, price limits, and plan policies and procedures have been established with the assistance of a professional benefits analyst/consultant.*

SUPERVISION

Supervised by the Accounting/MIS Supervisor.

RESPONSIBILITIES

- Maintain an up-to-date directory of participating service providers.
- Provide up-to-date listing of plan participants (beneficiaries) to providers.
- Orient new employees to plan policies and procedures.
- Maintain adequate stock of the various claims forms.
- Review all claims, investigate and revolve plan/beneficiary, plan/provider, and provider/beneficiary disputes.
- Process eligible claims, prepare payment and payroll deduction documentation for the Payments & Payroll Clerk.
- Maintain program accounts and ledger, prepare quarterly plan financial statements.
- Identify instances of possible fraud.

REQUIREMENTS

Knowledge of:

- Medical benefit plan policies and procedures.
- Spreadsheet and database programs.
- Basic principles of accounting.
- Basic knowledge of medicine.
- Basic knowledge of the Company's computerized payroll and general ledger systems.

Ability to:

- Develop and maintain provider and beneficiary databases and program spreadsheets.
- Communicate courteously and effectively with plan providers and participants.

- Process claims expeditiously.
- Prepare clear and concise reports and memoranda.
- Maintain high levels of personal integrity.

WORKING CONDITIONS

Environmental Conditions

Office environment

Level of Physical Effort

Sitting, standing, walking

Irregular Hours Requirements

Minimal

QUALIFICATIONS

Qualifying Education and Experience

Diploma or other advanced schooling in nursing or pre-medical curriculum. Coursework in accounting. Preferably, three years experience in medical claims processing.

STOREKEEPER

PURPOSE

Receiving, inspection, handling, classifying, storing, issuing and record keeping of materials and equipment in a company store.

SUPERVISION

- Receives limited supervision from Purchasing and Stores Supervisor.
- Exercises supervision over stores laborers.

RESPONSIBILITIES

- Administers the company's supplies/stores procedures including:
 - Goods receiving.
 - Technical inspection and acceptance.
 - Stores handling, inventory control and security.
 - Re-ordering.
 - Issuing.
- Ensures that stores are well organized and that up-to-date records are maintained of each item in store.
- Notifies the Purchasing and Stores Supervisor on a prescribed form whenever a reorder point is reached for an item in stores
- Maintains parts control cards.
- Consults with the relevant supervisors in determining methods of storage, considering location, temperature, humidity, turnover and safety precautions.
- Fills requisitions for withdrawals from stock, issuing materials as per work order instructions or the Purchasing & Stores Supervisor's direction.
- Reviews stock levels of various materials and follow up to verify that replacement orders have been initiated.
- Maintains routine records related to receiving, issuing, inventorying and code verification of stock.

REQUIREMENTS

Knowledge of:

- Good knowledge of materials and spare parts used in water and wastewater utility operations.
- Detailed knowledge of warehousing methods.
- Knowledge of materials handling.
- Knowledge of Company stock requisitioning procedures.
- Inventory costing methods and procedures.

- General ledger, cost accounting, assets, purchasing, and inventory modules of the computerized financial management system.

Abilities:

- Spreadsheet design and operation skills.
- Able to edit purchasing and inventory records.

WORKING CONDITIONS

Environmental Conditions

Office environment.

Level of Physical Effort

Sitting, standing, walking; bending, crouching. Occasional lifting.

Irregular Hours Requirements

Minimal

QUALIFICATIONS

Qualifying Education and Experience

General secondary school certificate (*tawjihi*), plus five years' general administrative experience, including at least three years warehousing experience.

PERSONNEL CLERK

PURPOSE

To maintain and edit the Company's personnel database, and to assist in the implementation of Company personnel policies and procedures.

SUPERVISION

Works under direct supervision of the Human Resources Supervisor.

RESPONSIBILITIES

- Enter monthly timesheet data and approved leave requests. Ensure that proper budget and cost center codes are entered. Coordinate information exchange with Payments and Payroll Clerk.
- Issue periodic reports on labor utilization, leaves, absenteeism, and overtime levels by budget center. Prepare advance leave projection reports. Bring absentee/overtime exception messages to the attention of the Human Resources Supervisor.
- Enter all approved Company personnel actions (hiring, promotion, discipline, etc). Enter annual performance evaluation data.
- Maintain personnel training database.
- Maintain personnel files.
- Assist the HR Supervisor in job advertisement, interview/testing scheduling, and follow-up of personnel complaints, etc.
- Orient new employees to company personnel policies and procedures.
- May assist or play lead role in recruitment and selection for Unskilled or Semi-Skilled positions, at the request of the HR Supervisor.

REQUIREMENTS

Knowledge of:

- Company personnel policies and procedures.
- Company organization structure and position classification.
- Company budget and cost center codes.
- Detailed knowledge of company computerized personnel system database structure, editing, and reporting routines.
- Conceptual knowledge of Company computerized payroll system.
- Spreadsheet programs.
- Methods of job interviewing.

Ability to:

- Conduct queries and print reports from special databases.

- Interpret and communicate personnel policies and procedures to employees.
- Maintain organized, up-to date files.
- Communicate clearly in speaking and writing.

WORKING CONDITIONS

Environmental Conditions

Office environment

Level of Physical Effort

Sitting, walking, standing

Irregular Hours Requirements

Minimal

QUALIFICATIONS

Qualifying Education and Experience

Diploma in business or commercial studies or humanities with demonstrable coursework in human resources management, personnel administration, or organizational psychology plus one year's relevant experience *or tawjihi* with five years experience.

WASTEWATER OPERATOR ASSISTANT

PURPOSE

To perform a variety of semi-skilled and unskilled tasks in the operation and maintenance of the wastewater treatment plant and pumping stations.

SUPERVISION

- Works under the general supervision of the Wastewater Department Manager.
- Receives technical direction from the Wastewater System Operator I.

RESPONSIBILITIES

- Perform assigned treatment plant and pumping station operation and maintenance tasks.
- Operate and monitor pumps, motors, feeders and other equipment to maintain appropriate operations.
- Mix and add treatment chemicals under supervision.
- Assist in repair and servicing of machinery and equipment including pumps, valves, motors, meters, tanks and reservoirs.
- Collect wastewater samples.
- Perform general plant facility maintenance such as cleaning, painting and repairing plant facilities as well as various grounds maintenance duties.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Operating principles of plant equipment such as valves, pumps, and motors.
- Standard plant operations procedures.
- Safe work practices.

Ability to:

- Read gauges and other recording devices related to wastewater treatment plant operations.
- Perform heavy manual labor.
- Perform minor repair maintenance to plant equipment such as pumps, valves, and electronic monitoring devices.
- Take samples.
- Communicate clearly and concisely, both orally and in writing.

- Establish and maintain effective working relationships with those contacted in the course of work.

WORKING CONDITIONS

Environmental Conditions

- Office and wastewater treatment plant environment.
- Exposure to chemicals, confined spaces, machinery and computer screens.
- Positions in this level have periodic to frequent disagreeable working conditions including noise, dirt, fumes, vibration, heat, toxic gases, cold and dampness.
- Exposure to hazardous chemicals, untreated and treated wastewater and toxic gases, and infectious materials.

Level of Physical Effort

- Walking and standing, occasionally lifting/carrying objects; climbing, balancing, stooping, kneeling, crouching, handling, and reaching.
- Requires color discrimination, and some depth perception.

Irregular Hours Requirements

Incumbents must be available for shift work on nights, weekends and holidays.

QUALIFICATIONS

Qualifying Education and Experience

- Technical school with basic knowledge of mechanical and electrical maintenance and repair methods.
- At least one year wastewater treatment plant experience is desirable.

TECHNICIAN ASSISTANT

PURPOSE

To perform semi-skilled maintenance, repair, and installation activities for water and wastewater system equipment.

SUPERVISION

Receives direct supervision from designated Maintenance Department supervisors or technicians.

RESPONSIBILITIES

- Participate in diagnosing, troubleshooting, maintaining and repairing malfunctioning equipment; perform maintenance, repair, and overhaul activities on water and wastewater treatment process electromechanical equipment including screens, aeration blowers, surface and submerged aerator & mixers, augers and rag grinders, pumps and motors, compressors, belt press, valves, drive units, hydraulic control units, chlorinators, chemical feeders, pneumatic equipment, and hydraulic pressure systems.
- Participate in the installation of water and wastewater process electromechanical equipment; participate in making modifications to equipment for maximum treatment process performance.
- Participate in installing pumps for use in lift, booster and line stations; maintain and repair pumping stations as necessary.
- Participate in performing routine tests; log results and maintain accurate records.
- Perform routine maintenance activities on equipment including lubrication, inspection, and replacement of parts.
- Lubricate parts and equipment; replace packing and bearings in pumps and motors; change motor transformers, generators oil and grease.
- Perform general maintenance activities, routine water and wastewater system repair, cleaning, and painting activities.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Methods and techniques of maintenance and repair of water or wastewater process electromechanical equipment.
- Operational characteristics of maintenance equipment and tools.
- Materials, equipment and tools used in repair and maintenance activities.
- Procedures of routine maintenance and preventive maintenance necessary for water and wastewater system electromechanical equipment.

- Operating procedures and policies of the work unit.
- Occupational hazards and standard safety practices.
- Safe work practices.

Ability to:

- Operate a variety of maintenance equipment in a safe and effective manner.
- Perform a variety of manual tasks for extended periods of time and in unfavorable weather conditions.
- Establish and maintain effective working relationships with those contacted in the course of work.

WORKING CONDITIONS

Environmental Conditions

- Field, plant, or workshop environment.
- Most duties in this class are performed under periodically disagreeable and/or hazardous working conditions.
- Working outdoors, sometimes in adverse weather, exposed to water, mud, dirt and grease.
- Some positions may require exposure to fumes, hazardous chemicals, dirt, infectious waste, equipment noise and vibration, heat, cold, and dampness.
- Untreated water and wastewater.

Level of Physical Effort

Standing, walking, bending, climbing or stooping for prolonged periods of time; moderate to heavy lifting; and operating motorized vehicles.

Irregular Hours Requirements

- Incumbents are required to take stand-by duties that include being on call after hours and responding to emergency problems at any hour as needed.
- Incumbents must be available to work shifts (including evenings and nights), weekends, and holidays.

QUALIFICATIONS

Qualifying Education and Experience

- Industrial technical school degree.
- Two years of experience in installation, repair and maintenance of water and wastewater electromechanical equipment or similar experience.

HEAVY EQUIPMENT OPERATOR

PURPOSE

To perform a variety of duties related to the installation, maintenance and repair of water, wastewater, and reclamation systems; performs skilled maneuvers with power equipment such as a forklift, 5-10 ton hydraulic crane, backhoe, skiploader, boom truck, tractors, vacuum and jet tanker.

SUPERVISION

- Receives limited supervision from designated supervisor.
- May exercise supervision over:
 - Plumbers.
 - Sewer maintenance workers.
 - Laborers.

RESPONSIBILITIES

- Participate in the installation, maintaining and repairing of water and wastewater transmission, collection and distribution mains, pipelines, valves, fittings and couplings; patches and clamps pipelines; installs and repairs systems from plans and instructions; assembles and disassembles pipelines.
- Perform skilled maneuvers with power equipment such as a forklift, 5-10 ton hydraulic crane, backhoe, skiploader, boom truck, tractors, vacuum and jet tanker. Performs other duties as required and assigned.
- May assist maintenance crews to form, mix, pour and finish cement sidewalks, curbs, and block walls.
- Perform related duties and responsibilities as required.

REQUIREMENTS

Knowledge of:

- Methods and practices of heavy equipment operation; basic installation, maintenance and repair procedures of structures and utilities in water and wastewater systems.
- Physical and operational characteristics of various types and sizes of cast iron, concrete and PVC pipes, washers, valves, meters, hydrant tools and clamps used in installation and repair of water distribution and sewer collection system.
- Proper use of tapping and drilling machines, cement saw and pipe saw, pipe and leak locator may be required for some positions.

- Basic tools, techniques, and equipment for forming, mixing, pouring and finishing concrete such as sign anchors; sidewalks, curbs and small block walls may be required for some positions.
- Methods and practice used in wastewater sludge collection and disposal.
- Some positions may require technical and supervisory understanding of mechanical sewer cleaning operations and equipment.

Ability to:

- Operate and perform minor maintenance of heavy equipment as assigned; operate hand and power tools, hoists, and other specialized mechanical and plumbing equipment used in the water and wastewater field.
- Cut and break out asphalt and cement streets, blocks and curbs with cement saw, jackhammer, and hydro-hammer.
- May perform specialized maintenance duties involving safe operation of heavy equipment as assigned.
- Operate concrete transit mixer; pour cement, thrust blocks and chambers.
- Operate loader to collect wastewater dry sludge from the treatment plant.
- Operate sewer jet truck to clean sewer lines and manholes and open blockages connections.
- Follow verbal and written instructions; perform a variety of regular assignments without instructions.
- Safely perform heavy physical labor; perform inspections and troubleshoot and minor maintenance and repair problems on heavy equipments from written/oral instructions.
- Report faults on heavy equipment immediately for repair.
- Read and understand heavy equipment manuals.
- Locate water mains and laterals, gate valves from water maps and drawings.

WORKING CONDITIONS

Environmental Conditions

Positions in this class require periodic to frequent exposure to noise, dirt, fumes, vibration, heat, cold and dampness.

Level of Physical Effort

- Exposure to noise, dirt, fumes, vibration, heat, cold, dampness, and untreated water/wastewater residue.
- Driving.

Irregular Hours Requirement

- Incumbents must be available on call including evenings and nights, weekends, and holidays.
- May be required to work in remote areas (Disi, Wadi Araba & Quwayra) in the event of an emergency service request.

QUALIFICATIONS

Qualifying Education and Experience

Nine years of basic education, plus five years experience in the operation of light and heavy construction and maintenance equipment, ***or*** two years technical school plus two years experience in O&M of heavy equipment.

Must possess a professional Driver's license.

WATER TANKER DRIVER

PURPOSE

To implement trucked water deliveries to approved customers.

SUPERVISION

Works under the supervision of the assigned supervisor.

RESPONSIBILITIES

- Receive water delivery routes, addresses, and customer names from designated supervisor.
- Drive to listed locations, connect discharge hose to customer's water storage facility, provide the approved amounts, obtain receipt from customer, return receipt to assigned supervisor.
- Maintain records of vehicle usage, report problems in vehicle or pump operation to assigned supervisor.
- Wash vehicle after use to maintain its appearance.
- Refuel vehicle as necessary.
- Distribute company information on procedures for requesting trucked water supplies.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Operating characteristics of assigned vehicle and pumps.
- Street system of the assigned service areas.
- Driving, parking, and traffic regulations of the assigned service areas.

Ability to:

- Drive safely and in compliance with local municipal regulations.
- Carry out simple vehicle repairs.
- Interact courteously with customers and the general public.
- Maintain high standards of integrity.

WORKING CONDITIONS

Environmental Conditions

- Field environment.
- Exposure to ambient weather conditions, traffic, dust, noise, exhaust fumes.

- Some incumbents may be posted to Quwayra town, a remote area lacking in many amenities.

Level of Physical Effort

Sitting, driving, stooping, light lifting, occasional climbing.

Irregular Hours Requirements

Minimal.

QUALIFICATIONS

Qualifying Education and Experience

- Completion of nine years of basic education.
- Two years experience as a professional driver without a record of traffic violations.
- Must possess a professional Driver's license.

DRIVER

PURPOSE

To operate company motor vehicles or drive company heavy equipment in a safe and legal manner.

SUPERVISION

Works under direction of the Office Services Supervisor or designated manager or supervisor.

RESPONSIBILITIES

- Report promptly on schedule to the assigned location with appropriate vehicle.
- Drive vehicles to locations as identified by work order or designated supervisory personnel.
- Maintain records relative to vehicle use by use of trip sheets, maintenance intervals, etc.
- Wash vehicle after use to maintain its appearance.
- Refuel assigned vehicle as necessary prior to its return to the motor pool.
- May perform light unskilled labor in assistance to work crews.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Operating characteristics of assigned vehicle and pumps.
- Street system of the assigned service areas.
- Driving, parking, and traffic regulations of the assigned service areas.

Ability to:

- Drive safely and in compliance with local municipal regulations.
- Carry out simple vehicle repairs.

WORKING CONDITIONS

Environmental Conditions

- Office and field environment.
- Exposure to ambient weather conditions, traffic, dust, noise, exhaust fumes, oil and grease.

Level of Physical Effort

Driving, sitting, starting, and crouching.

Irregular Hours Requirements

Incumbents may have rotating on-call availability requirements.

QUALIFICATIONS**Qualifying Education and Experience**

- Completion of nine years of basic education.
- One years experience as a professional driver without a record of traffic violations.
- Must possess a professional Driver's License.

SEWER MAINTENANCE WORKER

PURPOSE

To perform semi-skilled and unskilled labor in the maintenance, operation, repair and related service activities for wastewater collection systems; particularly deblocking and repair of sewer lines. Employees in this position are flexibly staffed

SUPERVISION

- Works under direct supervision of the Sewer Supervisor or designated supervisory personnel.
- May exercises technical supervision over lower level contract labor as authorized by superiors.

RESPONSIBILITIES

- Clean wastewater collection systems; may assist in operating hydro vacuum and jet trucks to open and clean collection system and cross connections; open clogged lines; clean manholes, wet wells and lift stations.
- Carry out work orders for blockage and line repair and cleaning.
- Carry out manhole inspections.
- Assist in mechanical preventive sewer cleaning operations.
- Assist in the operation of line inspection and equipment to survey, open, and repair lines.
- Participate in cutting and breaking asphalt and concrete surfaces; repair and participate in the pavement of roadways, sidewalks, manholes and related structures.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Basic preventative maintenance techniques and procedures.
- Tools, equipment and materials used in the maintenance and repair of water and wastewater lines.
- Safe work practices, occupational hazards and standard safety precautions.

Ability to:

- Perform semi-skilled and unskilled maintenance and repair work related to wastewater collection systems.
- Perform routine tasks in a variety of utility maintenance activities.
- Perform heavy manual labor.
- Complete manhole inspection forms.

- Read and interpret basic maps.
- Communicate clearly both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

WORKING CONDITIONS

Environmental Conditions

- Most duties in this class are performed under often disagreeable working conditions, working outdoors, sometimes in adverse weather.
- Exposed to water, mud, dirt and grease.
- Some positions may require more frequent exposure to disagreeable conditions including wastewater, groundwater, fumes, chemicals, infectious waste, equipment noise and vibration, heat, cold, and dampness.

Level of Physical Effort

- Position requires lifting/carrying and handling, stooping and crouching, reaching, kneeling, crawling and climbing; as well as confined space entry.
- Must satisfy physical standards for the use of respiratory equipment.

Irregular Hours Requirements

Incumbents must be available on call after hours to respond to emergency problems at any hour as needed.

QUALIFICATIONS

Qualifying Education and Experience

- Completion of at least nine years of schooling.
- Ability to read and write.

METER READER

PURPOSE

To make meter readings, distribute bills, and collect customer bill payments.

SUPERVISION

Works under the supervision of the Billing Supervisor.

RESPONSIBILITIES

- Make assigned meter reading, bill delivery, and collection rounds.
- Record meter readings and meter condition codes on meter reading sheets.
- Deliver bills, record bill delivery status on billing sheets.
- Receive cash, provide receipts.
- Render cash to Treasurer or Cashiering Clerk; render meter reading and billing sheets to Billing System Operator.
- Deliver public service messages or educational materials to customers as requested.
- Post meter reading, billing, or warning notices to customer premises.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Operational characteristics of meters and house connections.
- Company meter reading, billing, and collection policies and procedures.

Ability to:

- Interact courteously and tactfully yet firmly with customers.
- Maintain high standards of integrity.
- Accurately record simple figures related to quantities and money.

WORKING CONDITIONS

Environmental Conditions

- Field environment.
- Exposure to ambient weather conditions, dust, noise, traffic.

Level of Physical Effort

- Walking, standing, bending, crouching, stretching.
- Driving or cycling.

Irregular Hours Requirements
Minimal.

QUALIFICATIONS

Qualifying Education and Experience
Two years of technical or secondary education.

MAIL CLERK

PURPOSE

To sort, deliver, and post Company correspondence, and perform other simple clerical tasks.

SUPERVISION

Works under direct supervision of the Officer Services Supervisor.

RESPONSIBILITIES

- Receive, date-stamp, and sort incoming Company mail; deliver incoming mail to designated Section.
- Collect, stamp, and post outgoing mail.
- Assist in copying and filing fax and e-mail correspondence.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

Company organization structure and personnel locations

Ability to:

- Read and write in English and Arabic.
- Understand and follow verbal and written instructions.

WORKING CONDITIONS

Environmental Conditions

Office environment.

Level of Physical Effort

Sitting, walking, standing, and crouching.

Irregular Hours Requirements

Minimal.

QUALIFICATIONS

Qualifying Education and Experience

Commercial technical school degree.

TYPIST

PURPOSE

To perform typing and general clerical duties.

SUPERVISION

Works under the supervision of the Office Services Supervisor or assigned managerial or supervisory staff.

RESPONSIBILITIES

- Type correspondence, memoranda, reports, briefs, contracts and other documents from rough draft or prepared copy.
- Check and proof typewritten copy for correctness and accuracy of forms, names, figures, sentence structure, punctuation, spelling, etc.
- Take and transcribe rapid and diversified dictation involving the use of technical terminology either by the shorthand method or by the use of transcribing machines, for correspondence, memoranda, reports, briefs, contracts, and other documents.
- Answer telephone and relay messages.
- Maintain general office records by posting, recording and tabulating.
- Assemble information from reports and operate simple office machines.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- High level of proficiency and versatility with word processing applications.
- Arabic language spelling, grammar and punctuation
- Shorthand

Ability to:

- Maintain high level of attention to detail.
- Organize computer files and folders for easy identification and retrieval.
- Type ____ words per minute.
- Interact courteously with staff and the public.

WORKING CONDITIONS

Environmental Conditions

Office environment

Level of Physical Effort

- Sitting, walking, standing, bending, and crouching.
- Some tasks require sustained visual or audial concentration.
- Exposure to computer screens.

Irregular Hours Requirements

Minimal.

QUALIFICATIONS**Qualifying Education and Experience**

- Graduation from technical school, supplemented by secretarial studies.
- Three years' experience.

MESSENGER/OFFICE BOY

PURPOSE

To perform a variety of unskilled, mostly light office tasks and run simple errands.

SUPERVISION

Works under the direction of Office Services Supervisor or assigned managerial or supervisory personnel.

RESPONSIBILITIES

- Convey papers or supplies from one office to another as instructed.
- Perform simple photocopying tasks as instructed.
- Serve and/or prepare beverages and/or snacks to visitors or staff as instructed, maintain kitchen areas in clean and orderly condition.
- Assist in cleaning and set up of Company premises for meetings.
- Run out-of-office errands as instructed by supervisory personnel.
- May assist laborers in portage or loading of materials and supplies.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Photocopy machine operation.
- Company personnel locations.

Ability to:

- Understand and follow verbal and written instructions.
- Maintain a clean and neat appearance and proper decorum in the presence of visitors.
- Interact courteously with staff and the general public.

WORKING CONDITIONS

Environmental Conditions

- Normally office environment.
- Some exposure to ambient weather conditions.

Level of Physical Effort

Walking, standing, carrying light loads, occasional moderate to heavy lifting.

Irregular Hours Requirements

Occasional shift work.

QUALIFICATIONS

Qualifying Education and Experience

Completion of nine years of basic education.

GUARD

PURPOSE

To safe guard Company property against damage or loss.

SUPERVISION

Works under the technical supervision of the Office Services Supervisor and the administrative supervision of the designated work location supervisor.

RESPONSIBILITIES

- Make regular rounds inside and outside buildings and around grounds to watch for prowlers, fires, water leaks, flood light deficiencies, or any other irregularities.
- Turn on floodlights and close windows, doors, and gates to guard property against loss or damages.
- Receive shipments of materials that arrive after hours.
- Issue supplies such as tools, fittings, etc. to workmen after the regular store hours
- Maintain watch over construction equipment during the absence of construction crews.
- Report security incidents; make recommendations on improved security policies and procedures.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Company security policies and procedures
- Basic company warehousing policies and procedures

Ability to:

- Deal firmly and if necessary forcefully with threats to security of Company property.
- Maintain high level of integrity.

WORKING CONDITIONS

Environmental Conditions

- Office, plant, or store environment.
- Social isolation.

Level of Physical Effort

- Walking, standing, setting.
- Occasional light lifting or carrying.

Irregular Hours Requirements

Work is typically on evening or night shifts.

QUALIFICATIONS

Qualifying Education and Experience

Completion of nine years of basic education.

LABORER

PURPOSE

To perform a variety of unskilled duties related to the activities of designated Departments or Sections.

SUPERVISION

Works under supervision of designated supervisory, technical, or clerical personnel.

RESPONSIBILITIES

- Perform unskilled work such as digging, lifting, carrying, backfilling, mixing concrete; load and unload materials, properly placing, piling, or storing such material or equipment.
- Operate equipment such as pavement breakers, loaders, clay spades, and related equipment.
- Assist in the maintenance of equipment, drains, sewers, and similar facilities; keep tools, equipment, and work area in a clean and orderly condition; oil and grease machinery as instructed.
- Assist employees of higher crafts or skills in the performance of special or regularly assigned work as directed.
- Perform janitorial work, wall washing, floor cleaning and general maintenance of premises as assigned.
- Assist in installing water pipes, shoring and bracing ditches, and barricade placement.
- Service automotive vehicles and perform such related duties as washing, greasing, checking tires, etc.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Occupational hazards and standard safety procedures.
- Uses of general types of tools and machinery.

Ability to:

- Perform strenuous physical labor.
- Understand and follow verbal instructions.
- Establish and maintain effective relationships with supervisors and co-workers.

WORKING CONDITIONS

Environmental Conditions

- Field and plant environment.
- Most duties are performed under periodically disagreeable working conditions, working outdoors, sometimes in adverse weather, heat, cold, and dampness.
- Exposure to water, mud, dirt, grease, fumes, chemicals, infectious waste, equipment noise and vibration.
- Some incumbents are posted to remote areas such as Disi or Quwayra.

Level of Physical Effort

- Moderate to heavy lifting/carrying and handling, stooping and crouching.
- Reaching, kneeling, crawling and climbing.

Irregular Hours Requirements

- Some positions in this class are involved in shift rotations.
- All positions requires on call availability in response to emergency situations.

QUALIFICATIONS

Qualifying Education and Experience

Completion of nine years of basic education.